

Subject: Engineering Information – Speaker Rattle, Speaker Crackle, Poor Sound Quality, Speaker Pop or Speaker Distortion

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2018	2018			All	All
Cadillac	Escalade Models	2018	2018			All	All
Chevrolet	Camaro Colorado Equinox Malibu Silverado Suburban Tahoe Traverse	2018	2018			All	All
GMC	Acadia Canyon Sierra Terrain Yukon Models	2018	2018			All	All

Involved Region or Country	North America
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Important: Only proceed with this PI if the vehicle exhibiting the conditions is located within 100 miles of Warren Michigan. If the vehicle is not within 100 miles, proceed with normal diagnosis referring to SI.</p> <p>Some customers may comment on speaker noises such as rattle, crackle, pop, distortion or poor sound quality in general.</p> <p>This condition can be experienced regardless of whether or not audio is on or bass is turned up. Usually the rattle issue ceases when force is applied to interior trim pieces.</p>

Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.
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Correction

Important: Only proceed with this PI if the vehicle exhibiting the conditions is located within 100 miles of Warren Michigan, if the vehicle is not within 100 miles proceed with normal diagnosis referring to SI.

If you encounter a vehicle with the above concern, PRIOR to any repair attempts, retrieve the following information and contact the engineer listed below.

- How long has issue been present?
- Is there a particular song/track that is played that aggravates the issue?
- Is the issue intermittent or is it present at all times?
- Does the issue go away when force is applied to the trim?

Contact Information

Engineer Name	Phone Number
Salma Alzuhd	(248) 791-4494

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
3480628*	Engineering Information – Speaker Rattle, Speaker Crackle, Poor Sound Quality, Speaker Pop, or Speaker Distortion	0.3 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.

Version	1
Modified	Released October 27, 2017