

Subject: Engineering Information – Rattle, Crackling, or Static Noise Originating from Front Door Speakers

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	2016	2017			All	All

Involved Region or Country	North America
Additional Options (RPO)	Equipped with RPO UQA - BOSE PREMIUM 7-SPEAKER SYSTEM
Condition	<p>Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.</p> <p>Some customers may comment on an undesirable noise coming from front door speakers commonly described as rattle, crackle or static type noise.</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.

Correction

If you encounter a vehicle with the above concern, complete the following steps:

1. Reproduce/verify the noise.
2. Remove the front side door trim panel. Refer to *Front Side Door Trim Replacement* in SI.
3. Try to reproduce the noise with the trim removed and the speaker still attached to the door.
 - If noise stops with removal of the door trim, continue diagnosis referring to SI.
 - If noise is still present, continue to Step 4.
4. Remove the speaker from the door but leaving electrical connections in place, reproduce noise again.
5. If noise is still determined to be coming from the speaker, contact the engineer listed below.

Contact Information

Engineer Name	Phone Number
Dargham Alyassiry	(586) 922-3486

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
3480538*	Engineering Information — Rattle, Crackling, or Static Noise Originating from Front Door Speakers	0.5 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		

Version	1
Modified	