File in Section: -
Bulletin No.: 16-NA-079
Date: July, 2016

Service Bulletin

TECHNICAL

Subject: Audio System Speaker Rattle, Buzz Noise, Poor Sound When Playing Radio or Other Music Source

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado	2015	2016			All	All
GMC	Canyon	2015	2016			All	All

Condition	Some customers may comment that the audio speaker sound quality is poor, has a buzzing sound or rattles while listening to the radio or other music source.
Cause	This condition may be caused by the trim, moldings or water deflectors located in the area of the speaker.

Correction

Important: Do not remove any trim or door panels prior to performing the following diagnostic procedure because removal may mask the concern.

1. Before beginning the diagnosis, determine the operating conditions that are contributing to the condition. Ask the customer the following questions:
   - Determine the type of music the customer is listening to (Rock, country, Rap, Hip-Hop, etc).
   - Which source was being used when the condition occurred (FM, AM, CD, USB, Aux).
   - When did the condition occur, only in the morning? After sitting in the sun?
   - Determine the temperature of the vehicle when the condition occurs. Was is cold outside? Only after the vehicle heated up?
   - What area of the vehicle did the noise come from?
   - Was there anything else in the vehicle when the condition occurred? Packages? Loose items?
2. Check for any audio system related DTCs – if there are any DTCs, follow the SI diagnostic procedure.
3. Music CDs do not hold tone long enough to diagnose trim rattles. Obtain GM Test CD part number # J39916-CD (SPX, 1-800-345-2233). There may be certain audio frequencies such as bass that can cause buzz or rattle in the interior trim. Most trim rattles are caused by bass frequencies in the range of 50-80 Hz and are found on **track 3.**
4. Insert the GM Test CD and play various tracks corresponding to the type of music the customer was listening to when the condition occurred and verify the condition.
5. Hold the volume at a constant level and use the balance and fader controls to isolate the speaker(s) that are experiencing the condition.
6. If complaint is from a specific door, make sure all other doors are shut and all windows are in the up position. From inside the truck, open and close the suspect door with some force and listen for any buzzes or rattles. If there is noise when closing the door then proceed to root cause noise prior to any speaker repair.
7. Apply hand pressure to the trim in the area of concern.
8. If the sound changes when the trim is depressed or manipulated by hand, then the trim is causing the rattle or buzz.

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Loose Trim, Panel to Panel Contact



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An interface may cause a rattle or buzz (for example, between a door and instrument panel).

- To better identify the location, open the door and determine if the buzz or rattle follows the door. This may be caused by loose door trim, water deflector contact with the trim, or wire harness conduit coming into contact with the inner door sheet metal. Refer to **Door Trim/Water Deflector/ Harness Rattle** below.
- Determine if a rattle is heard between the instrument panel and door. This may be caused by contact between the instrument panel and the door trim when the door is closed. If the noise goes away when the door is opened, inspect the trim panel on the door to ensure it is in the correct position. Also, inspect the snap-on trim panels on the instrument panel ends to ensure they are fully engaged into the instrument panel.

Note: When removing door trim verify that all screws where firmly secured and all clips engaged without any damage to the clips.

- If the rattle or buzz is determined to be coming from the instrument panel, inspect for loose panels, screw covers or contact between trim panels such as an A pillar to instrument panel interference.

Door Trim/Water Deflector/Harness Rattle



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If the rattle is heard within the door trim, check the locations shown above by depressing the trim with your hand. If the sound changes or the rattle/buzz decreases when pressure is applied, follow the steps below.

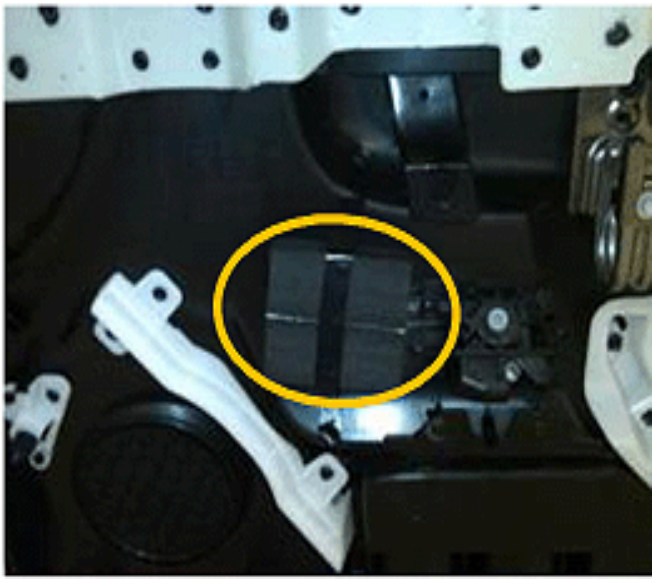


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- Remove the door trim screw cover behind the door handle on the affected door and apply pressure to the water shield. If this cures the condition, refer to the water shield procedure below.
- Once the door trim is removed, confirm the perimeter clips are not damaged, bent or missing. Replace damaged door clips. Add flocking tape as needed.
- Remove any loose tape from harnesses or cables and part tags/stickers from door trim.

- Visually inspect to see if the wire harness conduit is rattling against the inner door sheet metal.

  If the conduit is coming in contact with the inner door sheet metal, apply adhesive backed foam shim stock such as *Kent Industries Part # P46515 or the equivalent, to the sheet metal to correct the condition.
- Inspect the bottom of door for any loose material. Remove vapor barrier/water deflector and ensure all harnesses and cable are properly routed and push pins fully seated.



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- If the rattle is caused by the water shield, install two 100 mm (4 in) long layers of 1” x 9/16” adhesive backed foam shim stock such as *Kent Industries Part # P46515 or the equivalent, to compress the water shield as shown. Confirm any added foam does not interfere with the window or door lock operation.

Note: The foam shipping blocks installed on new vehicle door edges can be used for the above step.

- Reinstall all components and verify the condition is corrected using the same audio source that created the condition.

* We believe these sources and their products to be reliable. There may be additional manufacturers of such material. General Motors does not endorse, indicate any preference for or assume any responsibility for the products from these firms or for any such items which may be available from other sources.

Parts Information

*Call 1-888 Yes-Kent for ordering information.

Description	Part Number
1” x 9/16” Adhesive Backed Foam Shim Stock	*P46515

Warranty Information

Labor Operation	Description	Labor Time
3480008*	Diagnose and Repair Audio System Speaker Concerns	Use Actual Clock Time
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	July 11, 2016 – Added condition of the wiring harness conduit rattle to door metal inner.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

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