

Subject: Engineering Information – Speaker Rattle Noise, 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.

This PI has been revised to update the Models, Correction and Contact Information. Please discard PIE0436.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2018	2018			All	All
Chevrolet	Camaro Equinox Malibu Trax Traverse	2018	2018			All	All
GMC	Acadia Terrain	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>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 noise issue ceases when force is applied to interior trim pieces.</p>
Cause	Engineering has a need to gather information on vehicles that exhibit this condition PRIOR to disassembly or attempting repairs. 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, 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?
- A short video/audio clip of the concern.

Contact Information

Engineer Name	Phone Number
Sully Mashrah	(586) 651-3584

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.

Version	2
Modified	Released October 27, 2017 March 29, 2018 – Updating the Models, Correction and Contact Information.