



Service Bulletin

File in Section: -

Bulletin No.: 18-NA-255

Date: November, 2018

TECHNICAL

Subject: Loud Boom/Moan or Phasing Noise from Entertainment System at Low Speed/Low RPM or High Speed/High RPM from Inside Vehicle

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Malibu	2016	2018				

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPO)	NKC (Active Noise Cancellation)
Condition	Some customers may comment on a loud boom/moan/phasing type noise from the Entertainment System occurring either at low speed/low RPM approximately 15-20 mph (24-32 km/h) 1,100 –1,200 RPM or at high speed/high RPM approximately 60-70 mph (97-113 km/h) 1,900–2,000 RPM.
Cause	This may be due to the Active Noise Cancellation (ANC) module filtering function not performing as intended. ⇒ Low RPM or High RPM noise may be caused by either the microphone not seated in the headliner correctly or the ANC module.
Correction	Determine whether the sound is coming from the Entertainment System. Follow the Procedure to determine if it is a low speed/low RPM condition or a high speed/high RPM condition.

Service Procedure

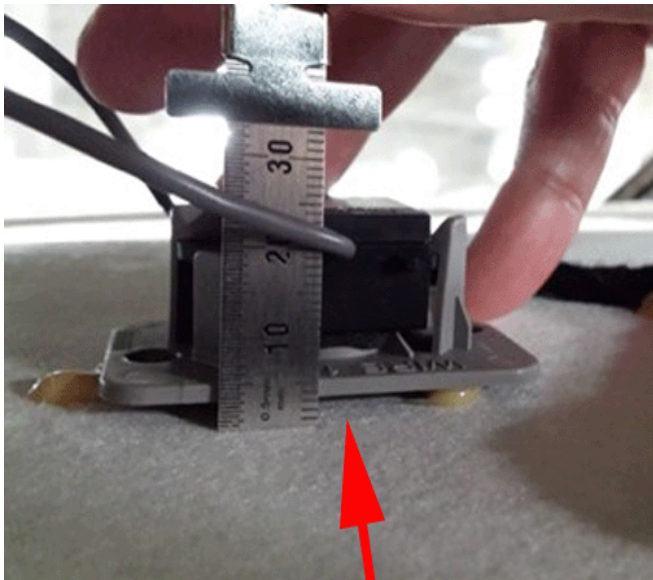
If you encounter a vehicle with the above concern, complete the following steps:

- The ANC microphones need to be checked for the following:
 - ⇒ microphones resistance is 105k to 110k ohms.



4603361

⇒ microphones are centered in the opening in the headliner as illustrated above.



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Note: The illustration above shows a microphone that is not flush with the headliner.

- ⇒ microphones are mounted flush to the headliner with no gaps.
- 2. Verify the noise occurs by driving the vehicle at a low speed/low RPM and then at a high speed/high RPM:
 - If the microphone checks and repairs have been completed and the boom/phasing moan noise has been eliminated, **Do Not** continue with this procedure.
 - If the microphone checks and repairs have been completed and the boom/phasing moan noise is still present, continue with the procedure.
- 3. Verify the noise occurs by driving the vehicle at a low speed/low RPM and then at a high speed/high RPM:
 - ⇒ If the boom/phasing moan noise has been confirmed at a high speed/high RPM approximately 60-70 mph (97-113 km/h) 1,900–2,000 RPM, replace the ANC module and **Do Not** continue with this procedure.
 - ⇒ If the boom/phasing moan noise has been confirmed at a low speed/low RPM approximately 15-20 mph (24-32 km/h) 1,100 – 1,200 RPM, continue with this procedure.

4. Disconnect the ANC Module X3 electrical connector. Refer to Document ID: 4476358 in SI.
5. Drive the vehicle at a low speed/low RPM approximately 15-20 mph (24-32 km/h) 1,100 – 1,200 RPM:
 - If disconnecting the electrical connector eliminated the noise, leave the ANC Module X3 electrical connector disconnected. Secure it to prevent any rattle or damage.
 - If disconnecting the electrical connector did not eliminate the noise, Go to **Symptoms - Entertainment** in SI.

Parts Information

Description	Part Number	Qty
Active Noise Cancellation Module Asm	84244345	1

Warranty Information

Note: Only select the Labor Operation that corresponds with the repair performed.

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3480898*	Active Noise Cancellation System Noise Diagnosis	0.4 hr
Add	Active Noise Cancellation Microphone Repair (Left Front)	0.7 hr
Add	Active Noise Cancellation Microphone Repair (Right Front)	0.8 hr
Add	Active Noise Cancellation Microphone Repair (Rear)	1.7 hrs
Add	Active Noise Cancellation Module Diagnosis	0.4 hr
Add	Active Noise Cancellation Module Replacement	0.4 hr

*This is a unique Labor Operation for Bulletin use only.

Version Information

Version	2
Modified	Released August 16, 2018 November 5, 2018 – Added to check microphone information and updated Warranty Information.

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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