

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4899  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 07, 2018

Subject: 18325 - Service Update  
Low Radio Loss of Audio and Chimes

Models: 2019 Chevrolet Cruze equipped with UQA (Bose Premium 9-Speaker System)

To: All General Motors Dealers

General Motors is releasing Service Update 18325 today. The total number of U.S. vehicles involved is approximately 129. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 07, 2018. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Service Update

## 18325 – Low Radio Loss of Audio and Chimes



Reference Number: A182189820

Release Date: November 2018  
Revision: 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Cruze	2019	2019	UQA	Audio System, Bose Premium 9-Speaker System

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2019 model year Chevrolet Cruze vehicles, due to an amplifier configuration error, may experience a loss of audio and chimes to the radio speaker.
<b>Correction</b>	Replace radio speaker amplifier with an improved part.

### Parts

Quantity	Part Name	Part No.
1	Amplifier A-RDO SPKR	42707868
1	Amplifier A-RDO SPKR	42707869
1	Amplifier A-RDO SPKR	42707872

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Amplifier A-RDO SPKR to order.

**IMPORTANT:** Due to the small number of vehicles involved, (147), and due to limited initial parts availability, **dealers are encouraged not to order parts for use as shelf stock.**

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104176	Replace Radio Speaker Amplifier	-	ZFAT	N/A
	Notchback	0.6		
	Hatchback	0.3		

### Service Procedure

Replace the radio speaker amplifier. Refer to *Radio Speaker Amplifier Replacement* in SI.

### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



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