



Service Bulletin

Bulletin No.: 20-NA-025

Date: February, 2020

TECHNICAL

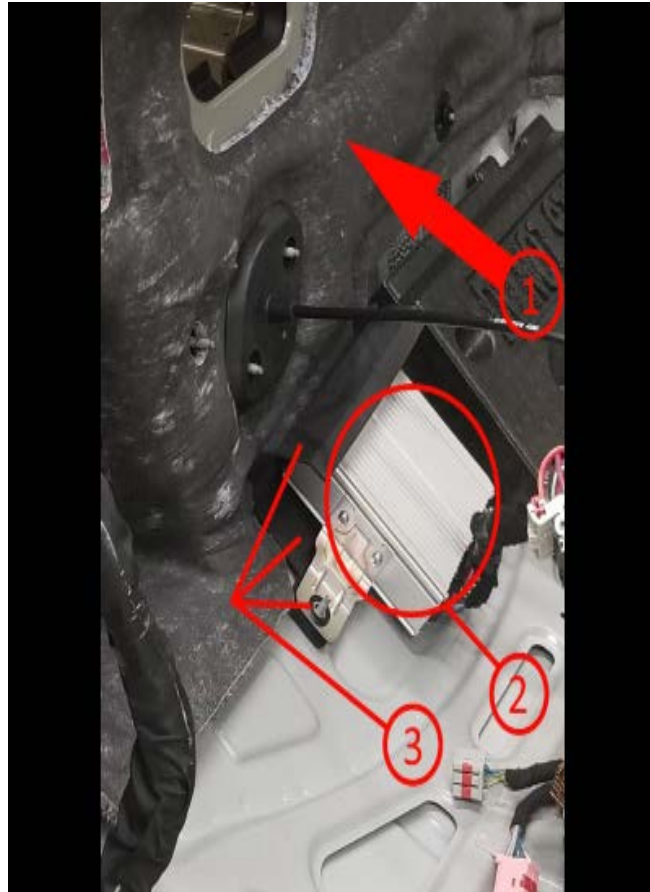
Subject: Loss of Audio, Chime, or Turn Signal Click Clack, Abnormal Speaker Operation

Brand:	Model:	Model Year:		Build Dates		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2018	2019	SOP	Prior to January 7, 2019	All	All
Chevrolet	Traverse	2018	2019				

Involved Region or Country	North America, Russia, Middle East, Israel, Palestine, Chile, Columbia, Peru, Other Africa
Additional Options (RPOs)	Equipped with Standard Audio Speaker System (UQF)
Condition	Some customers may comment on one or more of the following audio symptoms: <ul style="list-style-type: none">• Loss of audio• Loss of chime• Loss of turn signal click-clack• Low or no audio from one or more speaker channels• Abnormal speaker noises
Cause	The cause of the condition may be that condensation from the HVAC system may enter the Active Noise Cancellation (ANC) module through the module vents.

Correction

Replace the ANC module and install an ANC module secondary shield, following the steps in the Service Procedure below.

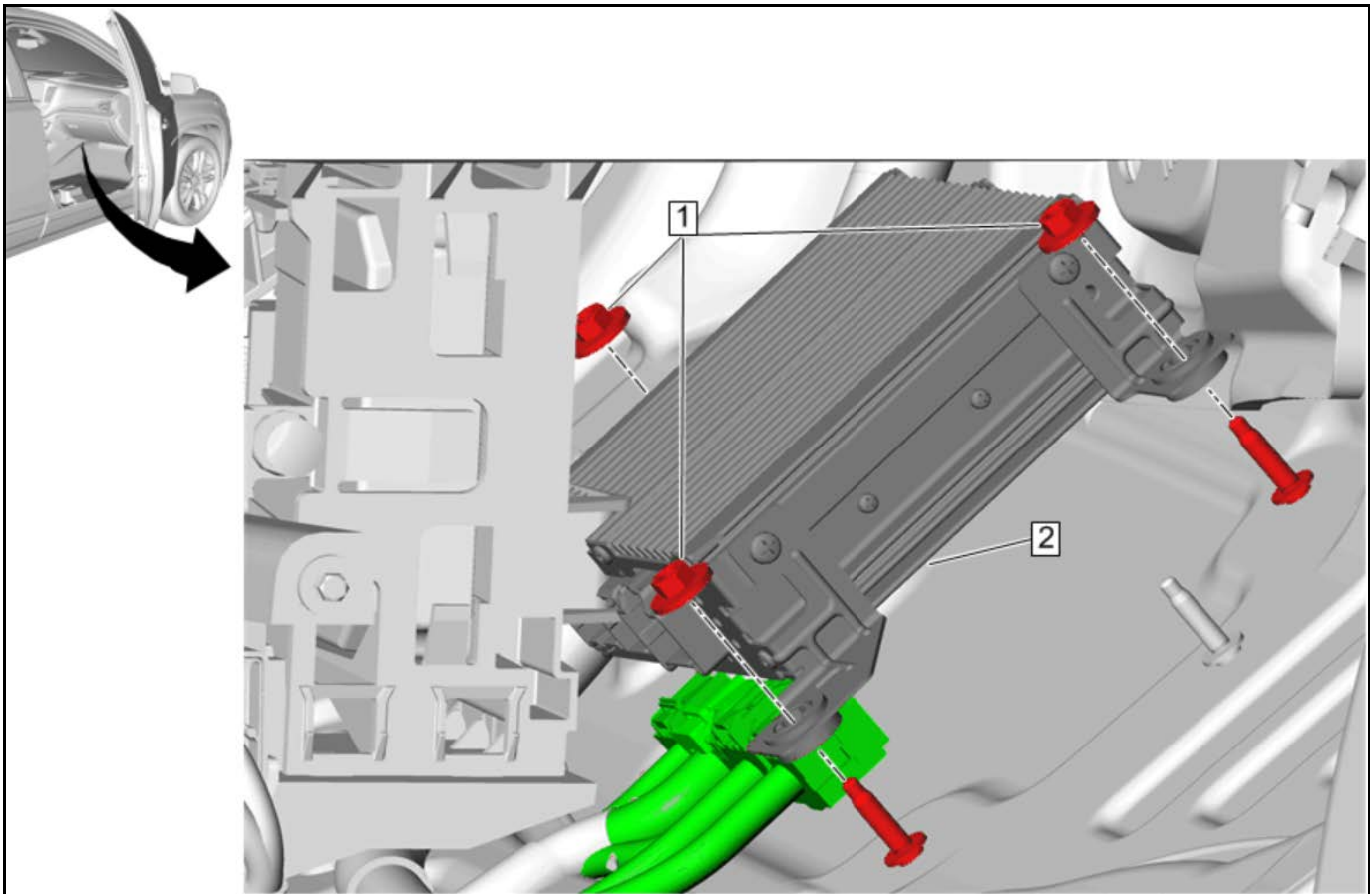


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1. Front of the vehicle
2. ANC module
3. ANC module secondary shield

Service Procedure

1. Verify the customer concern is caused by the ANC module.
 - 1.1. Follow the *Active Noise Cancellation Module Replacement* in SI to get to the module. The module is located behind the Console towards the front of the vehicle.

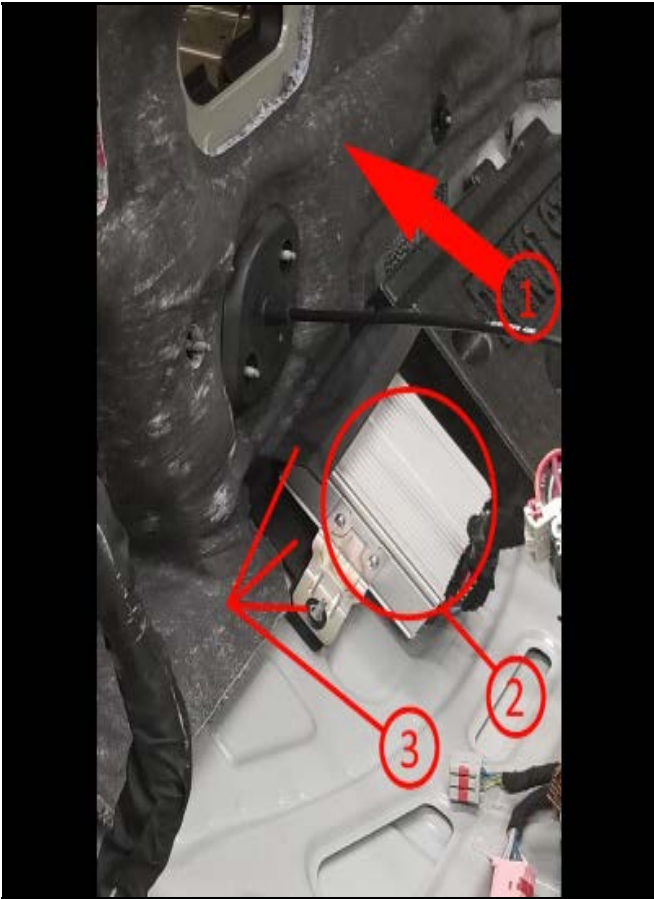


- 1.2. Disconnect the ANC module X2 connector.

Note: The ANC module amplifies the audio signal. When bypassing the ANC module in the following steps the speaker audio output will be at a lower level.

- 1.3. Using the appropriate Diagnostic Test Probe, jumper the involved speaker circuit terminals to bypass the ANC module and confirm audio is present.
 - If audio is not present; or abnormal speaker noise still exists, this bulletin does not apply. Refer to the appropriate diagnostic information in SI.
 - If audio is present at a lower level, or abnormal speaker noise is no longer present, proceed to step 2.

Note: The shield is installed on the studs first, then the module is installed next.



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2. Replace the ANC module (2) against the front of the vehicle (1) and install an ANC module secondary shield (3).

Parts Information

Causal Part	Description	Part Number	Qty
X	SHIELD, ACTIVE NOISE CANCELLATION MDL (ANC-AMP SECONDARY SHIELD)	84667409	1
	MODULE, ACTIVE NOISE CANCELLATION	84668671	As required
	MODULE, ACTIVE NOISE CANCELLATION	84668672	
	MODULE, ACTIVE NOISE CANCELLATION	84668673	

Warranty Information

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
*3486978	Replace ANC module and install secondary shield for Chevrolet Traverse	1.3 hr
	Replace ANC module and install secondary shield for Buick Enclave	0.5 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released February 05, 2020

