



Service Bulletin

Bulletin No.: 24-NA-095

Date: June, 2024

TECHNICAL

Subject: Drone Noise by Holding About 1600 RPM in Park or During Driving - No DTCs

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore GX	2020	2023	-	-	All	All
Chevrolet	Trailblazer	2021					

Involved Region or Country	North America and Israel
Additional Options (RPOs)	Equipped with BOSE AUDIO NOISE CONTROL-ACTIVE NOISE CANCELLATION, ENGINE (RPO NKC and UQA)
Condition	Some customers may comment on a drone type noise when the RPM is held around 1600 with the vehicle in Park or traveling.
Cause	The cause of the condition may be an ANC system error.
Correction	Verify the condition using the procedure below and reprogram the ANC system.

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

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

1. Close all windows and doors of vehicle.
2. With vehicle in park, raise the RPM's and hold them at 1600 RPM.
3. If the noise is present, slightly open a door while the issue is occurring. Open doors temporarily disable the ANC. If you open the door and the noise stops, the ANC system needs reprogramming.
4. Reprogram the ANC system, refer to *T3 Audio Amplifier: Programming and Setup* in Si.

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.

Parts Information

No parts are required for this repair.

Labor Operation	Description	Labor Time
3486118*	Diagnose and Reprogram the Amplifier to Correct Drone Noise	0.4 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released June 17, 2024

