



# Preliminary Information

## PIC6520D Loud Engine Noise in Cabin at 1200-2500 RPM

Proactive

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	XT4	2024	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	IVD
Condition	<p>Loud noise inside cabin at 1200-2500 RPMs.</p> <p>Condition typically only occurs during one drive cycle and does not repeat on the next drive cycle if vehicle has gone through an extended sleep cycle.</p> <p>If customer shuts vehicle off and back on quickly without letting vehicle systems to fully sleep the issue could occur on the following drive cycle.</p>
Cause	Radio software anomaly or gap between the Active Noise Cancellation (ANC) bracket(s) and the headliner.

### Correction:

If the noise is suspected to be coming from the Active Noise Cancellation system, the technician can operate the vehicle according to the above conditions and remove the fuse for the radio to confirm.

If the noise is gone, dealers are to reprogram the radio per the instructions below.

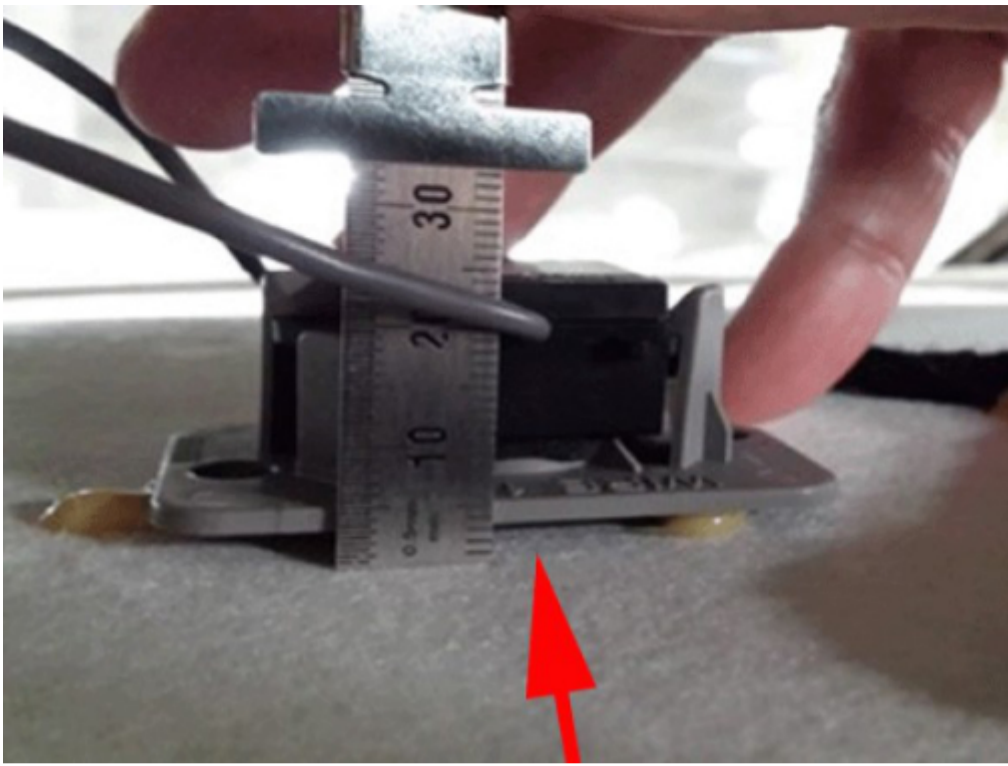
**\*NOTE: To check the build number, go to settings>system>about>build number.**

Please verify if the radio is at W26E-172.4.2-M169-SQBR4-123.4.

If the vehicle is not, please refer to [23-NA-222](#) before proceeding. The completion of the update to W26E-172.4.2-M169-SQBR4-123.4 will address the concern in this bulletin and no additional programming or updating is required.

If the vehicle is at W26E-172.4.2-M169-SQBR4-123.4, please perform SPS programming for the calibration update. USB update is not required.

If the droning noise does not go away after the radio update, drop the headliner to inspect the ANC microphone brackets. If there is a gap like the one in the attached picture below, replace the headliner.



### 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
*2889998	Update radio to W26E-172.4.2-M169-SQBR4-123.4 Via USB/SPS	0.6 Hr.
*1086428	Remove and install headliner to confirm excess glue on ANC microphone brackets	2.7 Hrs.
*This is a unique Labor Operation for Bulletin use only.		

### Version History

Version	6
Modified	10/17/2023 - Created on. 10/23/2023 - Deleted Replace by 23-NA-184. 02/01/2024 - Reinstated PI to state aware of issue. (23-NA-184 Discontinued). 02/12/2024 - Updated diagnostic information. 04/30/2024 - Updated to provide repair direction. 05/07/2024 - Updated labor operation.



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