



# Service Bulletin

Bulletin No.: 24-NA-182

Date: September, 2024

## TECHNICAL

**Subject: Vibration/Rattle/Boom at 1800-2000 RPM**

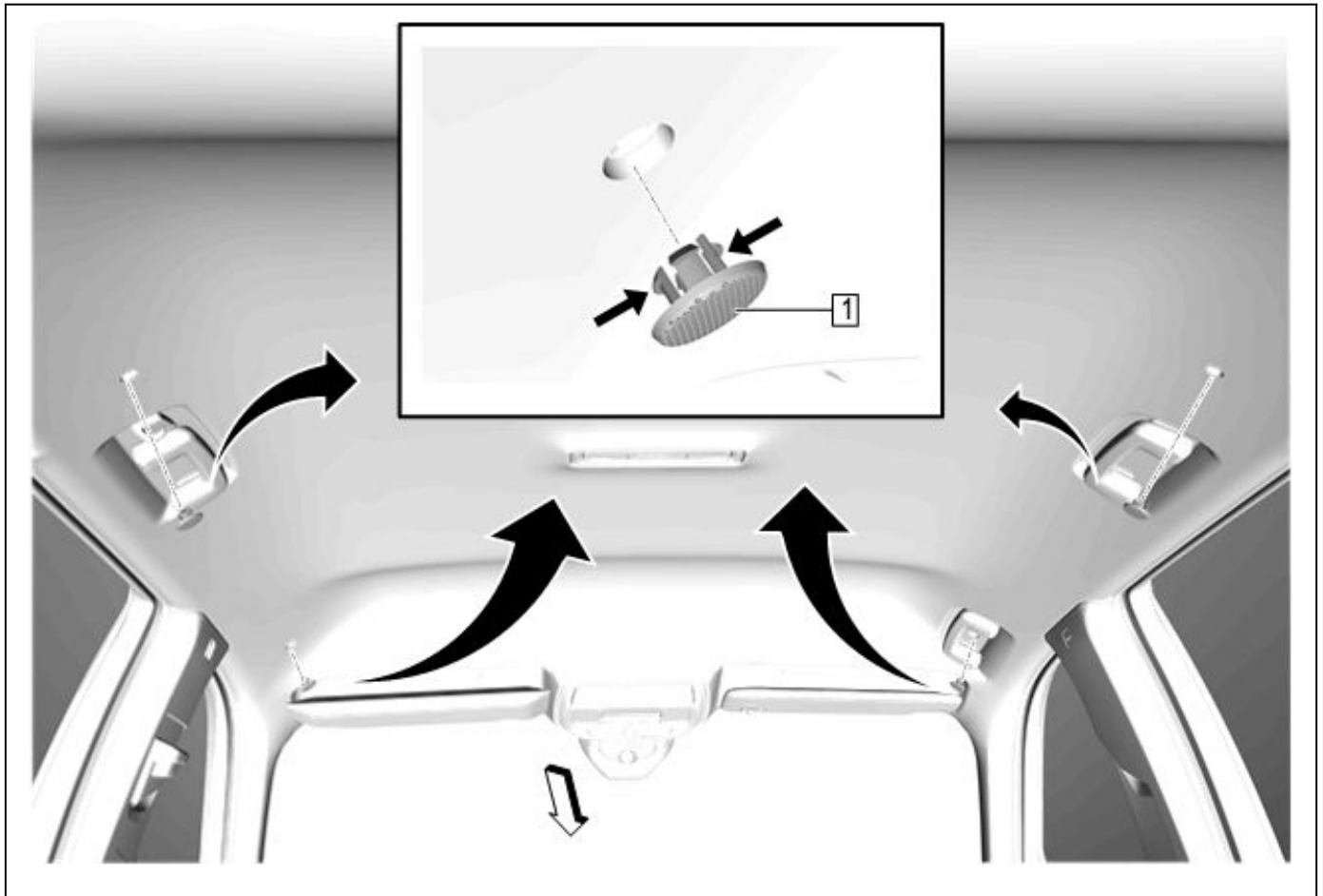
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2025	2025	—	—	—	—

<b>Involved Region or Country</b>	North America
<b>Condition</b>	Some customers may comment on a vibration or rattle noise in the body of the vehicle, with the engine at around 1800-2000 rpm, under light load.
<b>Cause</b>	The cause of the condition may be that one or more active noise cancellation (ANC) microphones are not fully seated in their headliner retainer, causing the ANC system output to the speakers to vibrate/rattle the body.
<b>Correction</b>	Test drive the vehicle to verify the condition. Then, inspect for properly positioned ANC microphones in all 4 locations of the headliner. If any are found to be out of position, lower the headliner and fully install the microphone(s) into the retainers.

### Service Procedure

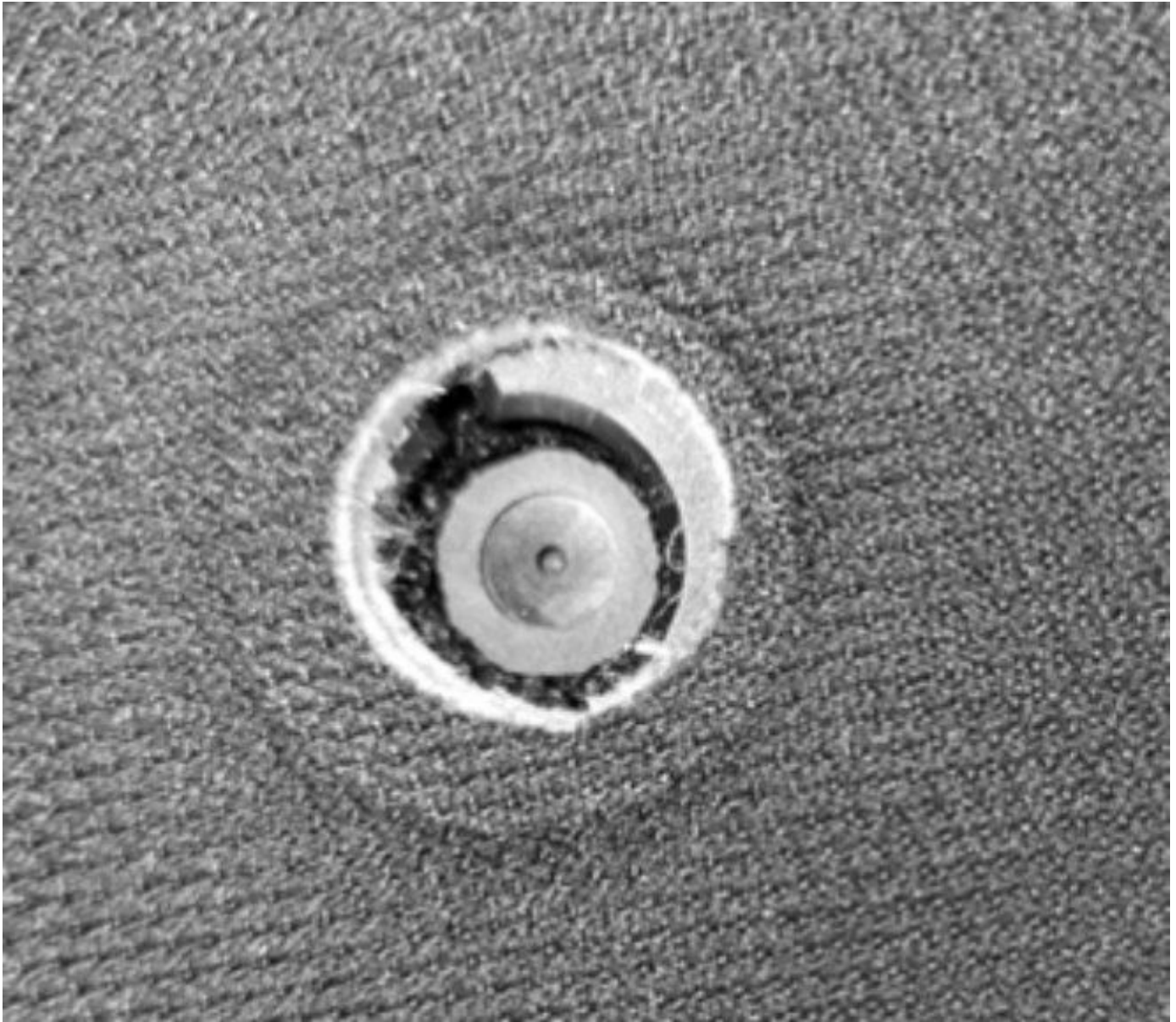
**Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. 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.**

1. With the car in Drive and the brakes firmly applied, raise the engine RPM to the range the customer hears it in. Once the vibration is active, maintain the RPM and crack open the driver's door. This will disable the ANC system. If the vibration went away, continue to step 2. If the vibration remains, continue with diagnosis.



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2. Use a suitable plastic trim tool to release the retaining tabs and remove the ANC microphone grilles (1) from the headliner. Look for any microphones not present, or out of position. The mic shouldn't move if gently pushed.



Example of properly located ANC microphone.

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- Follow *Headlining Trim Panel Removal and Installation* in SI for instructions on how to lower the headliner. The headliner does not require removal to access ANC microphones. Only lower the corner(s) that require the microphone to be properly retained.

### 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
3486228*	Re-insert the ANC Microphone into Headliner Retainer	0.3 hr
*This is a unique Labor Operation for bulletin use only.		

Version	2
Modified	Released September 03, 2024 Revised September 10, 2024 – Added Boom to Subject and revised the Labor Operation under Warranty Information.

