



Service Bulletin

Bulletin No.: 24-NA-227

Date: October, 2025

TECHNICAL

Subject: Vibration Rattle or Boom at 1800 to 2000 RPM

This Service Bulletin replaces PIT6237A and 24-NA-182. Please discard all versions of PIT6237 and 24-NA-182.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2025	2026	—	—	—	—
GMC	Terrain	2025	2026	—	—	—	—

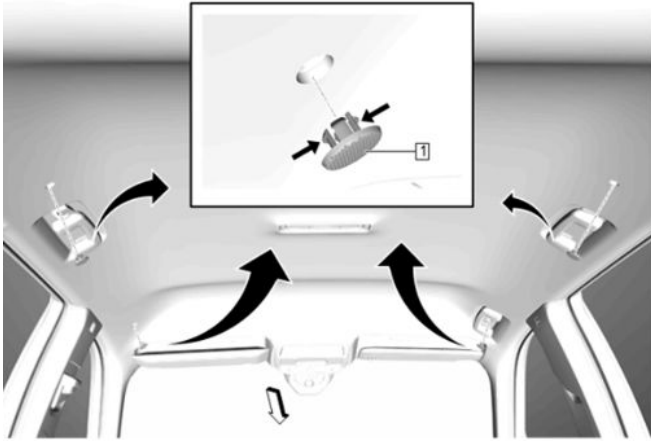
Involved Region or Country	North America
Additional Options (RPOs)	Equipped with RPO IVE
Condition	Some customers may comment on a vibration or rattle noise in the body of the car, with the engine at around 1,800-2,000 RPM, under light load.
Cause	The cause of the condition may be that one or more active 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. Another possible cause of the condition may be by the Active Noise Cancellation system calibration.
Correction	Step 1– Microphone Inspection: 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. Step 2– Calibration Update: If after checking the microphone installation, there still is an Active Noise Cancellation issue, update the radio with the latest software that contains a new calibration for the ANC system. Important: If the radio is up to date with the most current software, then only SPS programming needs to be done. Refer to the Service Procedure below. If the radio is not up to date with the most current software, then USB and SPS programming needs to be done. Refer to the latest radio update bulletin in SI.

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.

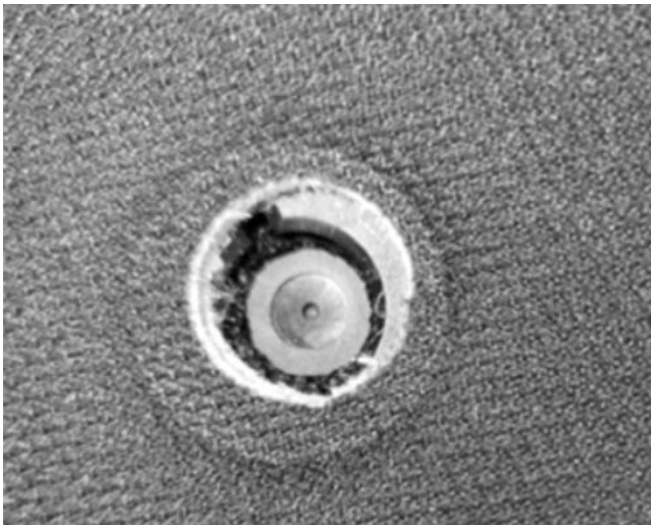
Step 1 – Microphone Inspection

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 1.1. If the vibration remains, continue to step 2, Calibration Update.



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1.1 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. It may be necessary to hold the microphone in the retainer when reinstalling the microphone grille, so it doesn't separate the retainer from the back of the headliner.



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Example of properly located ANC microphone, shown below:



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1.2 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.

Step 2 – Calibration Update

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

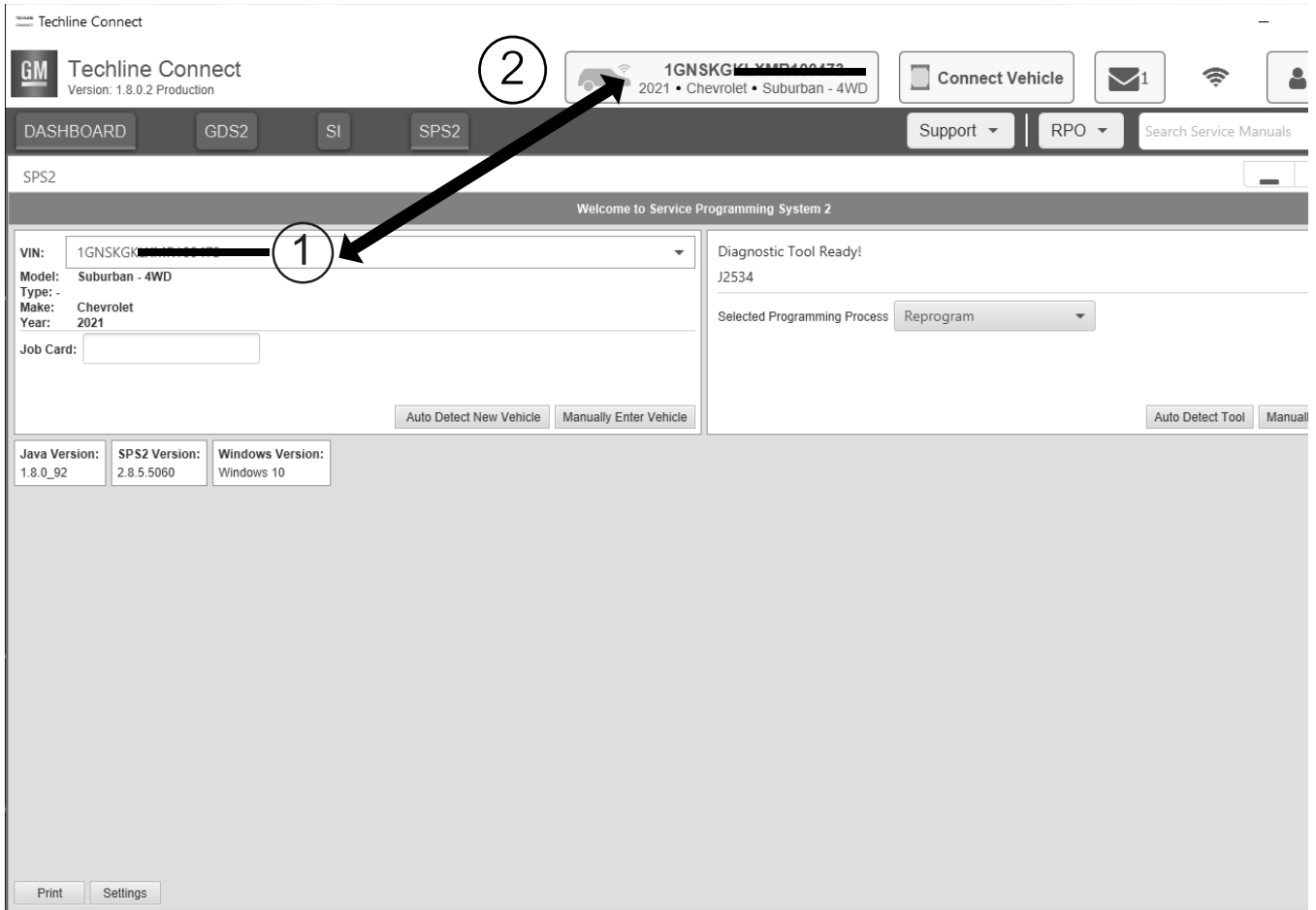
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc.) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.

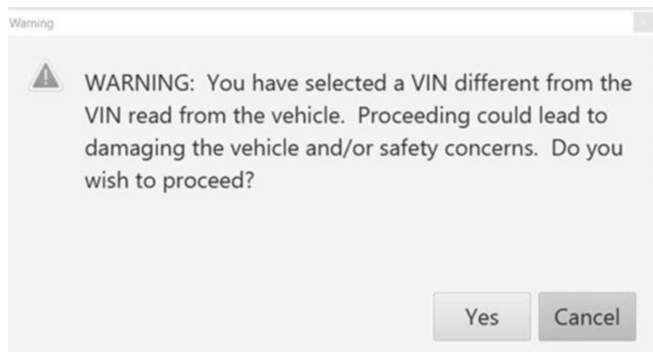
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

Caution: Be sure the VIN selected in the drop-down menu (1) is the same as the vehicle connected (2) before beginning programming.



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Important: If the vehicle VIN DOES NOT match, the message below will be shown.



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The screenshot shows the Techline Connect software interface. At the top, there is a navigation bar with 'DASHBOARD', 'GDS2', 'SI', and 'SPS2' buttons. A 'Support' dropdown and 'RPO' dropdown are also visible. A search bar for 'Search Service Manuals' is on the right. Below the navigation bar, the 'SPS2' screen is active, displaying a 'Programming' table. A modal dialog box is overlaid on the table, displaying the message: 'M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!'. The dialog has 'OK' and 'Cancel' buttons. The table below has columns for 'Controller', 'ID', 'Current #', and 'Description'. The 'Description' column contains several entries that are partially obscured by redaction bars.

Controller	ID	Current #	Description
K17	1	84820771	
K17	2	84820790	
K17	3	84820797	84820797 Electronic Brake Diagnostic Calibration
K17	4	84820801	84820801 Function Enable Calibration
K17	5	84820808	84820808 Driver mode brake calibration
K17	6	84820819	84820819 Pre-Pressure Calibration
K17	7	84820825	84820825

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Important: Techline Connect screen shown above.

Important: If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. Record the WCC on the job card. No further action is required. Refer to the Warranty Information section of this bulletin.

1. Reprogram the Radio. Refer to *A11 Radio: Programming and Setup* in SI.

Techline Connect
Version: 1.6.0 Validation

DASHBOARD GDS2 SI SPS2 Support RPO Search Service Manuals

SPS2

Warranty Claim Code

Programming Complete.
VIN: [REDACTED]
2020-08-19 12:23:43 PM

Job Card: 1
Warranty Claim Code: 28YN46808556

The Warranty Claim code is required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim. Warranty Claim Codes for prior VINs serviced may be retrieved through "Settings" at SPS start page.
Record this code on the warranty repair order (if applicable).

Post Programming Instructions:
Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

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Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

- Record the SPS Warranty Claim Code on the job card for warranty transaction submission.
- Confirm proper ANC operation by following the Step 1 test method in the service bay. If the condition is corrected, return the vehicle to the customer. If it is not corrected, continue with SI diagnosis.

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*	Diagnosis time for ANC microphone retention	0.3 Hr.
Add*	Re-insert the ANC Microphone into Headliner Retainer, (per microphone)	0.3 Hr.
2888008*	Radio Reprogramming with SPS for ANC	0.3 Hr.
Add*	Radio USB File Transfer with IVD/IVE	1.0 Hr.

*This is a unique Labor Operation for bulletin use only.

Important: To avoid warranty transaction rejections, carefully read and follow the instructions below:

Labor Operation	Description	Labor Time
<p>Labour Time [Top]</p> <p>Labour Operation Code:</p> <p>Additional labour op code information: <input type="text"/> SPS Warranty Claim Code: <input type="text"/></p>		

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- The Warranty Claim Code must be accurately entered in the “Warranty Claim Code” field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the “Correction” field on the job card. Dealers must also enter one of the codes in the “Warranty Claim Code” field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

Warranty Claim Code Information Retrieval

The screenshot shows a software interface with a 'Warranty Claim Code' dialog box. The dialog box has a tabbed interface with 'Warranty Claim Code' selected. It contains a table with the following data:

VIN	Module	Function	Warranty Claim Code	Job Card
[REDACTED]	K73 - Telematics Communication Interface Control Module	Programming & Service Activation	[REDACTED]	test
[REDACTED]	K9 - Body Control Module	Programming	[REDACTED]	test
[REDACTED]	K5 - Automatic Level Control Module Ignition	Off	[REDACTED]	test driver
[REDACTED]	K56 - Serial Data Gateway Module	Programming	[REDACTED]	test driver

Arrow 1 points to the 'Settings' button in the bottom left of the main interface. Arrow 2 points to the 'Warranty Claim Code' tab in the dialog box.

If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	4
Modified	Released October 16, 2024 Revised January 16, 2025 - Added note to Correction Section on proper programming procedure. Revised June 25, 2025 – Added an Add time to the Labor Operation. Revised October 01, 2025– Added the Model Year 2026 Equinox, and Model Year 2025-2026 Terrain, updated the correction, condition, cause, service procedure, and the labor information.

