



Service Bulletin

Bulletin No.: 24-NA-227

Date: November, 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	—	—	—	—

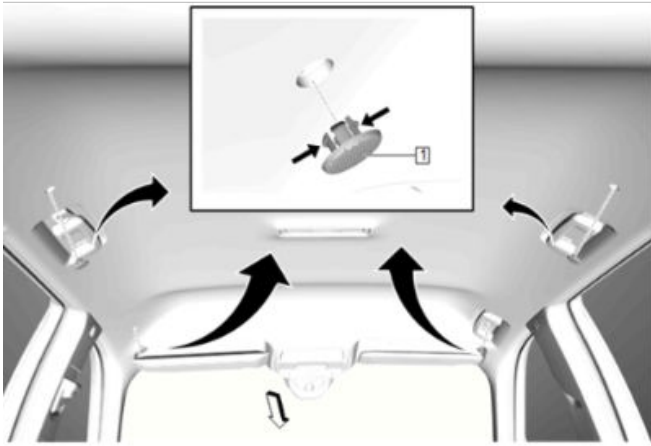
Involved Region or Country	North America
Additional Options (RPOs)	Equipped with RPO IVE
Condition	Some customers may comment on a vibration or rattle noise in the body of the car, with the engine at around 1,800-2,000 RPM, under light load.
Cause	The cause of the condition may be that one or more active 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: Even if the radio is up to date with the most current software, SPS programming needs to be done to correct this concern. USB update can be skipped then only the programming step 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.



7004221

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.



7004222

Example of properly located ANC microphone, shown below:



7004223

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.

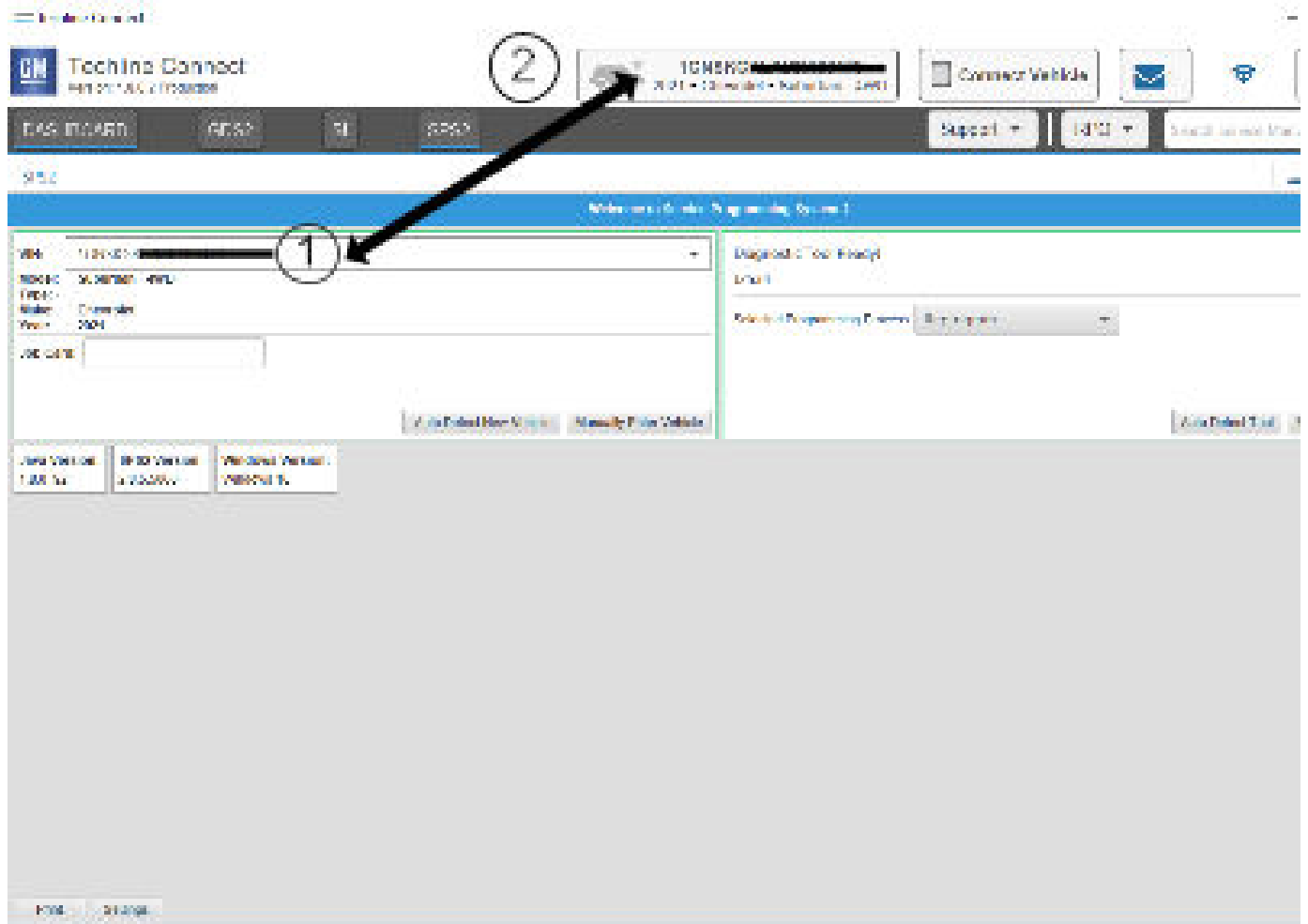
Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- 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.

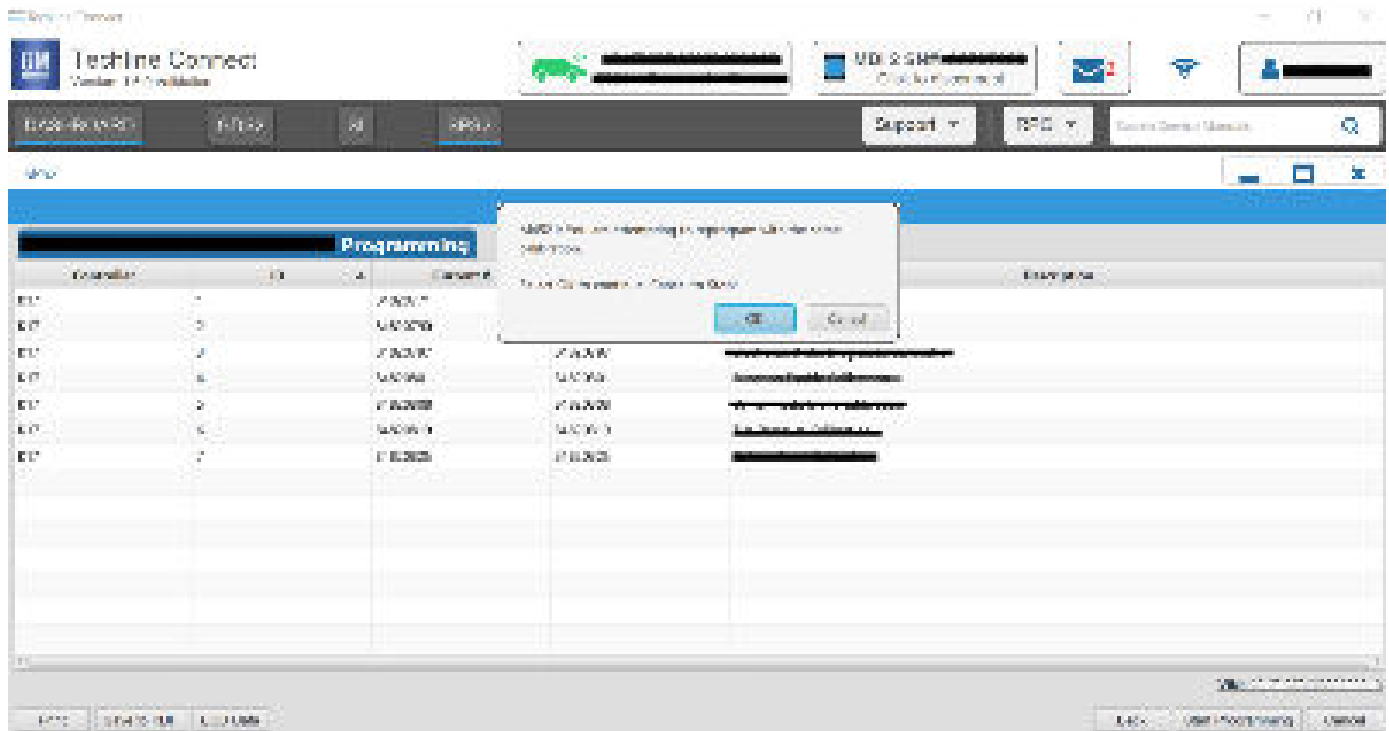
Caution: Be sure the VIN selected in the drop-down menu (1) is the same as the vehicle connected (2) before beginning programming.



5743643

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



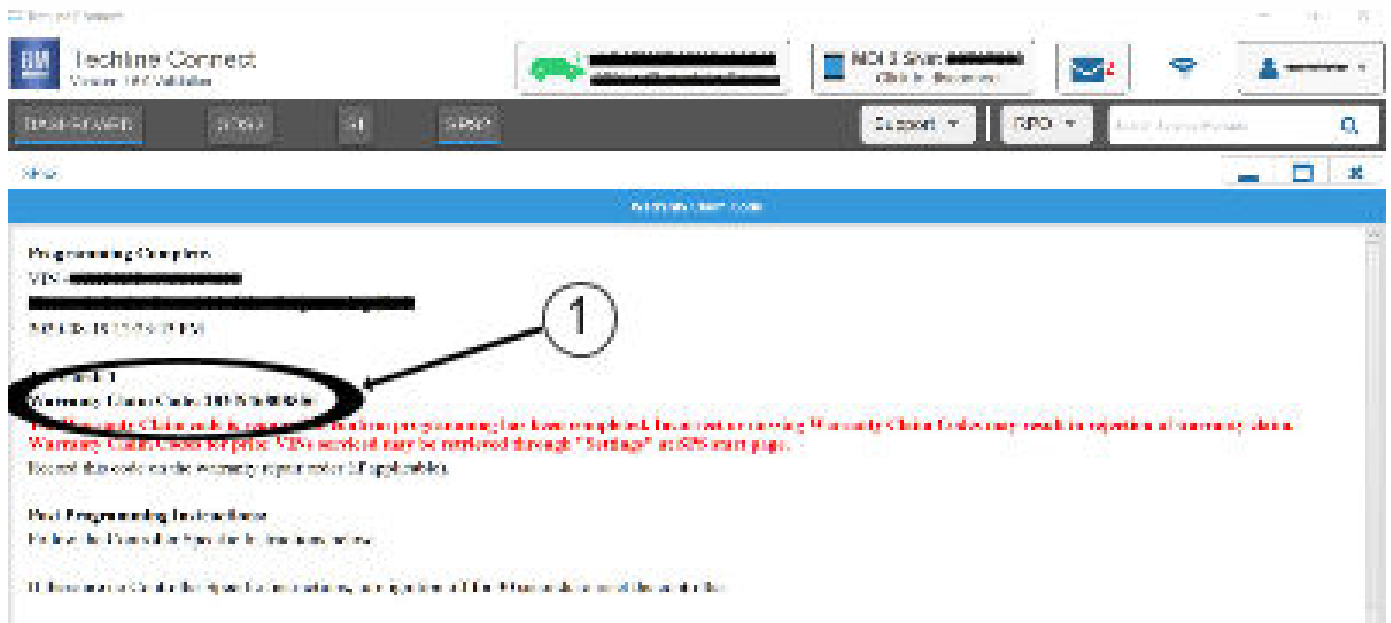


5644477

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.



5644478

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.

2. Record the SPS Warranty Claim Code on the job card for warranty transaction submission.
3. 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:

Labour Time [\[Top\]](#)

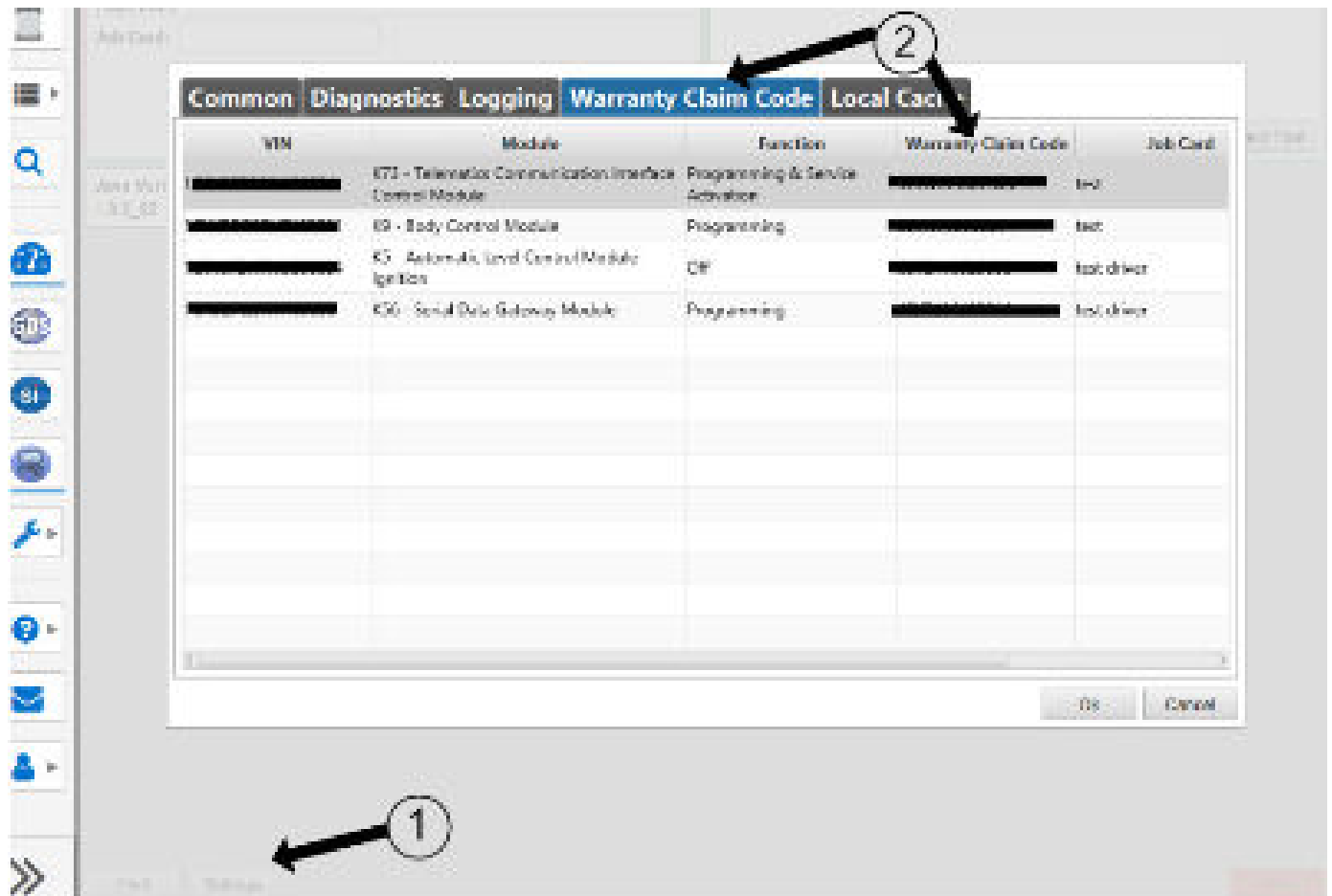
Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

Labor Operation	Description	Labor Time
<ul style="list-style-type: none"> • 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



6125774

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	5
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. Revised November 04, 2025– Updated important statement in correction section.



Below the line - Internal only - Do not fax or email

Administrative Details:

Revision Log:

Bulletin 24-NA-227 - Released on 10/16/24

10/28/24 put into WIP status in GSA until Calibraton is working.

Bulletin 24-NA-227 (ver2) - Revised on 01/16/25 - Added note to Correction Section on proper programming procedure.

Bulletin 24-NA-227 (ver3) - Revised on 06/25/25 - Added an Add time to the Labor Operation.

Bulletin 24-NA-227 (ver4) - Revised on 10/01/25 - Added the Model Year 2026 Equinox and Model Year 2025-2026 Terrain, updated the correction, condition, cause, service procedure and the labor information.

Bulletin 24-NA-227 (ver5) - Revised on 11/04/25 - Updated Important Statement in Correction Section.

Bulletin Source/Requestor - NAME/PHONE: TJ Jeong, Brand Quality Mgr., 248-606-7624.

GM Liaison/Author: Kaylee Zimmerman, Bulletin Group

Publishing Staff Assistant: Bulletin Group

Publishing Notes: **(ver 3) - PTR A25169085646-2 to add an ADD labor op to be used when USB programming is required. EWO# 4746747; PRTS# 2373063**

GM CONFIDENTIAL -- NOT TO BE REPRODUCED FOR DISTRIBUTION OUTSIDE OF GENERAL MOTORS CORPORATION

EOM
