



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Sub-woofer Is Inoperative With a 2.4L Engine With RPO UW6

Models: 2010 - 2017 Chevrolet Equinox
2010 - 2017 GMC Terrain
with 6 Speaker System (RPO UW6)

This PI was superseded to update Model Years. Please discard PIT4915D.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some customers with a 2.4L engine and RPO UW6 may complain that their subwoofer is inoperative. Equinox and Terrain models with a 4 cylinder engine are equipped with an Active Noise Cancellation (ANC) system - which works to reduce the amount of noticeable noise at certain vehicle speeds. The ANC system works with the vehicle's audio system to create sound waves that cancel out torque converter clutch (TCC) noise.

Recommendation/Instructions

On a vehicle with a 2.4L and RPO UW6 which is a 6 speaker system, the subwoofer is only used for the Active Noise Cancellation (ANC). This speaker is not used to play any audio from the any of the radio sources.

Note: Do NOT block the cargo area speaker for optimal ANC performance.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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