



Service Bulletin

File in Section: -

Bulletin No.: PI0774B

Date: December, 2012

PRELIMINARY INFORMATION

Subject: Handsfree/Bluetooth Audio Quality Issues

Models: 2008-2013 GM Passenger Cars and Trucks

This PI is being revised to remove RPO restrictions. Please discard PI0774A.

Condition/Concern

Some customers may comment on voice dropouts, excessive noise cancellation, and muffled sound. This occurs more often with Blackberry devices.

Excessive echo and noise cancellation features on consumers phones can cause this occurrence.

Recommendation/Instructions

Advise the customer to turn "Echo Control" and noise cancellation OFF on personal cell phones that are paired to the vehicle. Doing this improves the quality of communications. This option is not available on all personal cell phones; however, it is a choice on Blackberry mobile phones.

Example : On the Blackberry Bold 9650, the user would follow these steps to adjust the setting- Choose the wrench icon ("Options"), Networks & Connections, Bluetooth Connections, Select a paired device (e.g. "Your Vehicle"), Choose "Device Properties", Scroll down to "Echo Control" and change it to "OFF" via the dropdown menu. Please refer to www.gm.com/bluetooth for additional information.*

*Canadian dealers: This URL links to a website containing information specific to phone models offered by U.S. based cellular service providers. Canadian service providers may offer similar phone models with similar feature compatibility.