



Service Bulletin

Bulletin No.: 22-NA-143

Date: July, 2022

INFORMATION

Subject: Information on Handsfree Apple iPhone Call Static – IOB Radio

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Bolt EV	2016	2019	—	—	—	—
	Camaro						
	Colorado						
	Cruze						
	Equinox						
	Silverado 1500 (New Model)						
	Silverado 2500HD/3500HD						
	Trax						
GMC	Canyon	2016	2019	—	—	—	—
	Sierra 1500 (New Model)						
	Sierra 2500HD/3500HD						

Involved Region or Country	North America, Europe, Russia, Middle East, Israel, Palestine, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Japan, GM Korea Company, China, Thailand, Egypt
Additional Options (RPOs)	Equipped with Radio RPO IOB
Condition	<p>Some customers may comment on two different conditions:</p> <p>Condition 1: Some customers may comment that after making a phone call from their iPhone outside of the vehicle and then entering the vehicle with the Bluetooth connected, they can hear static in the vehicle but the person on the other end cannot hear static.</p> <p>Condition 2: Customers may also comment that when making a voice rec call, there is static heard in the vehicle.</p> <p>Note: The conditions may only be heard when the customer is already on a call outside of the vehicle before connecting via Bluetooth or using the voice recognition button.</p>
Cause	The cause of the condition may be incompatibility issues related to Apple iPhones.
Correction	<p>If the customer experiences either issue like these, the following alternate method can be utilized:</p> <p>Correction 1: Entering the vehicle while on a call: Connect phone with USB cord and turn on CarPlay. Static should be resolved.</p> <p>Correction 2: Instead of using Voice recognition to dial the number, the customer can dial from the keypad. Static should be resolved.</p>

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.

Version	1
Modified	Released July 15, 2022

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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