



Service Bulletin

File in Section: -

Bulletin No.: PIC5991A

Date: April, 2014

PRELIMINARY INFORMATION

Subject: Brief Static On Outbound Side Of Bluetooth Calls

Models: 2014 Buick LaCrosse, Regal
2013-2014 Cadillac ATS, SRX, XTS
2014 Cadillac CTS Sedan, ELR
2015 Cadillac Escalade
2014 Chevrolet Corvette, Impala
2014-2015 Chevrolet Silverado 1500
2015 Chevrolet Tahoe, Silverado HD, Suburban
2014-2015 GMC Sierra 1500
2015 GMC Sierra HD, Yukon Models
with RPOs IO4, IO5, IO6, UY4, RAO (Except RPO UPF)

This PI was superseded to update model list. Please discard PIC5991.

Condition/Concern

Customer may comment that the outgoing end of a Bluetooth call may have static that lasts for a short period of time when beginning a Bluetooth call, or when transferring a phone call from a handset to handsfree using the vehicle's Bluetooth.

The customer may notice that after a few seconds that the static will disappear and the call audio will be clear.

Recommendation/Instructions

The first 5-10 seconds of audio quality after the transfer can be "poor" on the outbound side. This is due to the cell hand off to the vehicle and noise compensation change.

Do not replace any parts or attempt any repairs as this is a normal operating condition.

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.