



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-137

Date: May, 2016

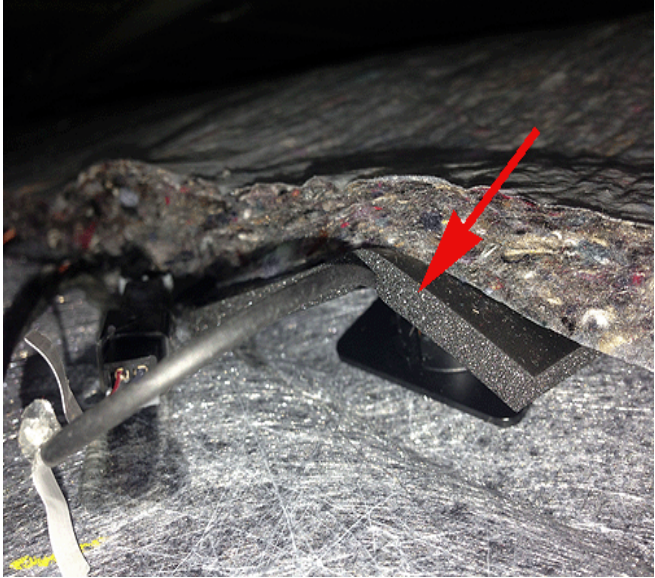
TECHNICAL

Subject: Mobile Telephone Microphone Poor Performance

This Bulletin replaces PI1040A and PI1162B. Please discard PI1040A and PI1162B.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2013	2016	SOP	December 1, 2015	All	All
Cadillac	ATS, CTS	2013	2015			All	All
Cadillac	Escalade Models	2015	2016			All	All
Chevrolet	Colorado	2015	2015			All	All
Chevrolet	Silverado 1500	2014	2014			All	All
Chevrolet	Silverado, Suburban, Tahoe	2015	2016			All	All
Chevrolet	Traverse	2013	2016	SOP	December 1, 2015	All	All
GMC	Acadia	2013	2016	SOP	December 1, 2015	All	All
GMC	Canyon	2015	2015			All	All
GMC	Sierra 1500	2014	2014			All	All
GMC	Sierra, Yukon Models	2015	2016			All	All

Affected Region or Country	North America and all countries that the above models are exported to.
Condition	<p>Some customers may comment when using the Bluetooth® phone system in their vehicle, the person on the receiving end of a mobile telephone call states the audio sounds muffled, distorted or has static.</p> <p>Typically this concern is apparent while driving the vehicle when wind noise, road noise, vibrations, etc. are present. In some cases, the concern may be improved or eliminated by pressing on the microphone area during the concern.</p>

<p>Cause</p>	 <p style="text-align: right;">3541395</p> <p>This may be caused by the foam patch on the back of the headliner at the microphone mounting area coming loose. This foam is a sound barrier for the back side of the microphone. If the patch is detached, it allows unwanted noise to interfere with the microphone operation when making a phone call.</p>
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Correction

Use the following steps to correct the condition:

1. Lower the front of the headliner trim panel to access the repair area. Refer to *Headlining Trim Panel Replacement* in SI.

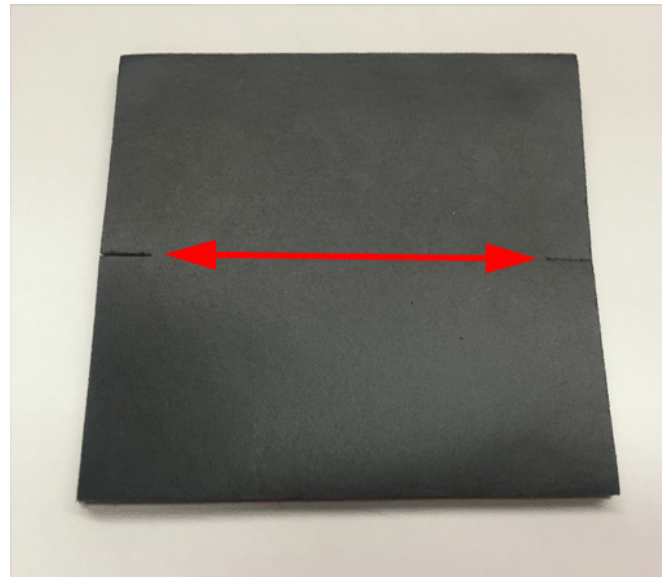
Important: Do **NOT** fully remove the headliner. Only remove what is necessary to gain access to the mobile telephone microphone.



Note: This photo shows a 2014 Traverse – other models will be similar but not identical to this photo.

2. Locate the mobile telephone microphone. Remove the existing foam patch on the back of the microphone. Use care to not dislodge the microphone assembly or wiring.

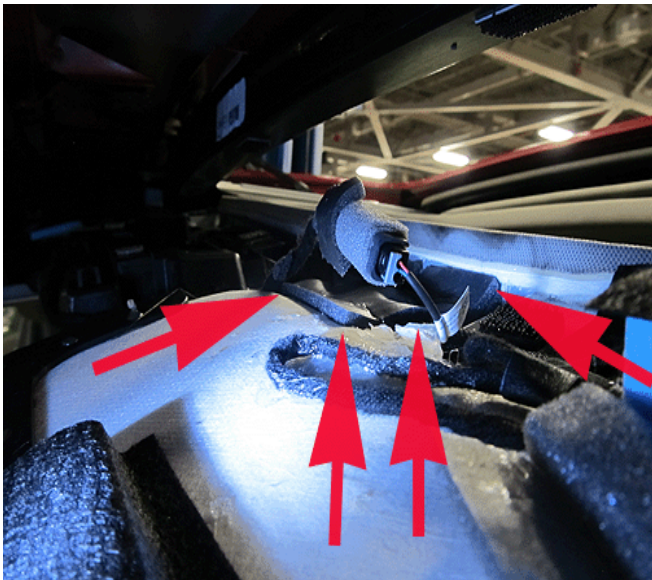
Note: If the foam is equipped with a cut out for the cable, ensure that the cable is positioned properly and exits through this cut out rather than the edge of the patch.



3. Install a new foam patch:

- This photo shows the replacement microphone patch, which is designed to improve microphone performance through the use of dedicated cut outs that are designed to fit around the harness as well as an updated felt material that is glued over the foam.

Note: Use care to center the patch over the microphone before sticking the patch down.



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Note: This photo shows a 2014 Traverse – other models will be similar but not identical to this photo.

- Firmly adhere the patch to the microphone and surrounding area, ensuring there are no gaps between the foam and headliner.
4. Inspect the mobile telephone microphone wiring harness and verify the harness is firmly attached to the headliner trim panel.



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Note: This photo shows a 2014 Traverse – other models will be similar but not identical to this photo.

If the wiring harness is not firmly attached, using a hot glue gun, apply GM P/N 12377914 (in Canada, use 88864881) Hot Melt Adhesive to firmly attach the harness to the headliner trim panel.

5. Reinstall the front of the headliner trim panel. Refer to *Headlining Trim Panel Replacement* in SI.

Parts Information

Description	Part Number	Qty
Hot Melt Adhesive Sticks (14 Sticks)	12377914 (U.S.) 88864881 (Canada)	As Req.
Mobile Telephone Microphone Insulator	23195956	1

Warranty Information

Labor Operation	Description	Labor Time
3480028*	Re-secure Mobile Telephone Microphone Insulator and Harness	1.0 hr

*This is a unique Labor Operation for Bulletin use only.

Version	1
Modified	

