



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Static On Outbound End Of Call

**Models:** 2013 Chevrolet Volt  
Equipped with 6-Speaker Audio System (RPO UZ6)

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

### Condition/Concern

Customer may comment that, when using Onstar, Bluetooth, or Handsfree Calling, the person they are talking to hears excessive static. This noise may also be described as wind or road-type noise.

### Recommendation/Instructions

Engineering is currently researching concern. Please do not make any repairs or replace any parts. This PI will be updated once repair information becomes available.

### Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

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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