



# Service Bulletin

File in Section: -

Bulletin No.: PI0688D

Date: November, 2012

## PRELIMINARY INFORMATION

**Subject:** Poor Voice Quality During Bluetooth Call or OnStar® Personal Call

**Models:** 2012-2013 Cadillac Escalade Models  
2012-2013 Chevrolet Avalanche, Silverado, Suburban, Tahoe  
2012-2013 GMC Sierra, Sierra Denali, Yukon Models

This PI is being revised to add the 2013 model year and update the Parts Information.  
Please discard PI0688C.

### Condition/Concern

Some customers may comment on poor voice quality heard by the person they are talking to when using hands-free calling (HFC). The voice of the person in the vehicle may sound "tinny", "distorted", or "computerized/digitized." Received audio heard in the vehicle is not affected.

This condition is the result of low vehicle voice input (quiet talkers) and high ambient noise (road, wind, engine, etc.).

### Recommendation/Instructions

Replace the mobile telephone microphone. Refer to SI for replacement procedures.

DO NOT REPLACE the vehicle communication interface module (VCIM) and do not update the software calibration.

This microphone change will improve voice quality as heard by the receiver.

**Note:** Advise the customer to turn "Echo Control" 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" & Change it to "OFF" via the dropdown menu.

### Parts Information

Model Year	Part Number	Description
2012 MY Trucks	15241529	MICROPHONE, MOBILE TEL
2013 MY Trucks	20951265	MICROPHONE, MOBILE TEL

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
R5114	Mobile Telephone Microphone Replacement	Use Published Labor Operation Time