



# Service Bulletin

File in Section: -

Bulletin No.: PIC5905

Date: August, 2013

## PRELIMINARY INFORMATION

**Subject:** Poor OnStar Or Bluetooth Microphone Audio

**Models:** 2014 Chevrolet Impala with OnStar Gen9.5  
(OnStar® Customer Identifier less than 86000000)

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

### Condition/Concern

A customer may report that when they call the OnStar call center or use OnStar hands free calling that the person on the other side of the call has a hard time understanding them. The concern might also be reported by customers when using Bluetooth (RPO code UPF only). This may be described as sounding like the windows are down, muffled audio or just loud background noise.

**Note:** This concern does not apply to Bluetooth issues on vehicles with radio RPO I05 or I06

### Recommendation/Instructions

Do not replace the microphone for this concern. Engineering has found that only certain OnStar modules in the 2014 Impala have this concern. Read and record information in the current version of bulletin 03-08-46-004 using GDS2.

If the OnStar® Customer Identifier is less than 86000000, replacing the VCIM with an updated service part will solve this concern. Call GM TAC with the customer concern, PI number, and bulletin information.

If the identifier is greater than 86000000, the PI does not apply and normal microphone diagnostics should be performed.

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
3422790	Communication Interface Module Replacement	Use Published Labor Operation Time

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.