



Service Bulletin

File in Section: -

Bulletin No.: P11040

Date: August, 2013

PRELIMINARY INFORMATION

Subject: Mobile Telephone Microphone Poor Performance

Models: 2013 Buick Enclave
2013 Chevrolet Traverse
2013 GMC Acadia

Condition/Concern

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.



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The foam patch on the back of the headliner at the microphone mounting area may have come 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.

Recommendation/Instructions

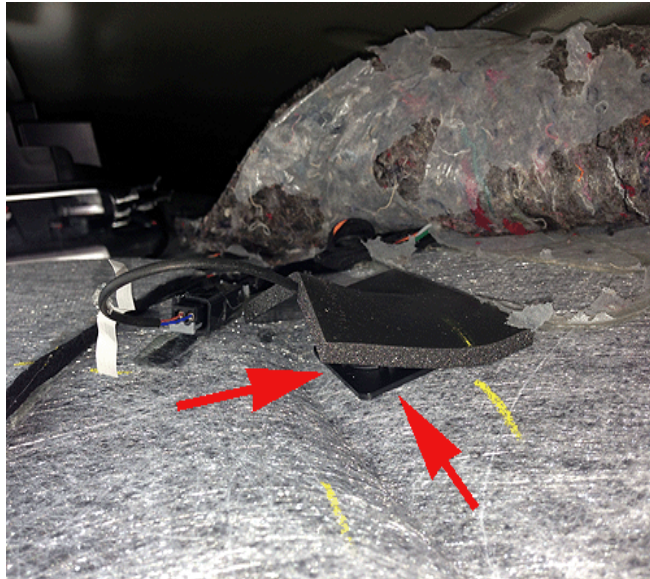
Use the following steps to correct the condition:

1. Lower the front of the headliner trim panel to access the repair area.
 - 1.1. Disable the roof rail SIR system. Refer to SIR Disabling and Enabling in SI.
 - 1.2. Remove the windshield garnish moldings. Refer to Windshield Garnish Molding Replacement - Left Side and Windshield Garnish Molding Replacement - Right Side in SI.
 - 1.3. Remove the sunshade anchors. Refer to Sunshade Anchor Replacement in SI.
 - 1.4. Remove the sunshade assemblies. Refer to Sunshade Replacement in SI.
 - 1.5. Remove the roof console assembly. Refer to Roof Console Replacement in SI.
 - 1.6. Remove the left body lock pillar upper trim panel. Refer to Body Lock Pillar Upper Trim Panel Replacement in SI.



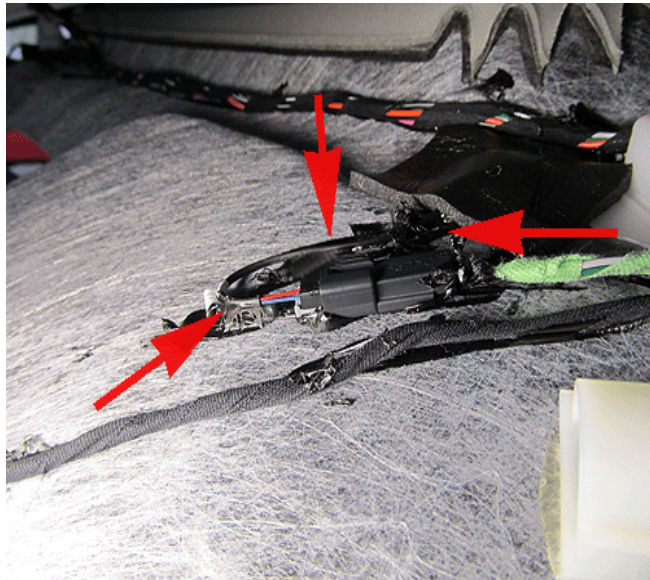
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2. Locate the mobile telephone microphone. Inspect the foam patch on the back of the microphone and determine if the patch is firmly attached to the headliner trim panel as shown.



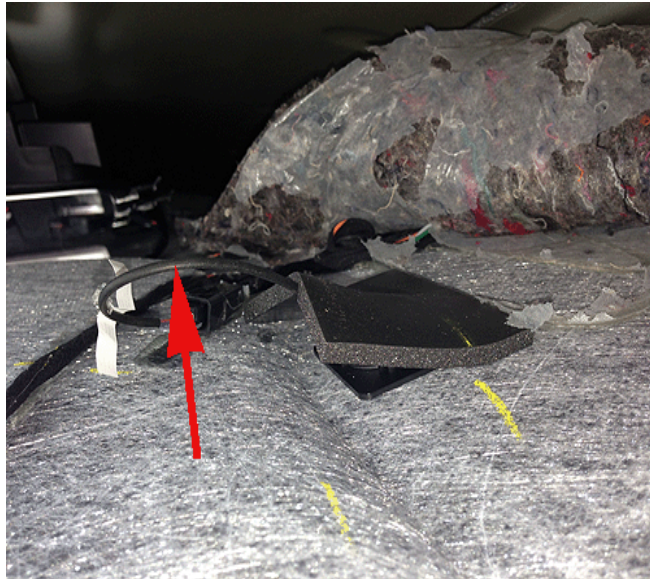
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- If the foam patch is not firmly attached, Using a hot glue gun, apply GM P/N 12377914 (in Canada, use 88864881) Hot Melt Adhesive to firmly attach the foam patch to the headliner trim panel.



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3. Inspect the mobile telephone microphone wiring harness and verify the harness is firmly attached to the headliner trim panel as shown.



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- 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.
4. Reinstall the left body lock pillar upper trim panel. Refer to Body Lock Pillar Upper Trim Panel Replacement in SI.
 5. Reinstall the roof console assembly. Refer to Roof Console Replacement in SI.
 6. Reinstall the sunshade assemblies. Refer to Sunshade Replacement in SI.
 7. Reinstall the sunshade anchors. Refer to Sunshade Anchor Replacement in SI.
 8. Reinstall the windshield garnish moldings. Refer to Windshield Garnish Molding Replacement - Left Side and Windshield Garnish Molding Replacement - Right Side in SI.
 9. Enable the roof rail SIR system. Refer to SIR Disabling and Enabling in SI.

Parts Information

Part Number	Description	Quantity
12377914 (U.S.)	Hot Melt Adhesive Sticks (14 Sticks)	As Req.
88864881 (Canada)	Hot Melt Adhesive Sticks (14 Sticks)	As Req.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3480028*	Resecure Mobile Telephone Microphone Insulator and Harness	1.0 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		