



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Static On Outbound Side Of Bluetooth Calls

**Models:** 2014 Buick LaCrosse, Regal  
2013-2014 Cadillac ATS, SRX, XTS  
2014 Cadillac CTS Sedan, ELR  
2015 Cadillac Escalade  
2014 Chevrolet Corvette, Impala  
2014-2015 Chevrolet Silverado 1500  
2015 Chevrolet Tahoe, Silverado HD  
2014-2015 GMC Sierra 1500  
2015 GMC Sierra HD, Yukon Models  
with RPOs IO4, IO5, IO6, UY4, RAO (Except RPO UPF)

### Condition/Concern

Customer may comment that the outgoing end of a Bluetooth call may have static that lasts for a short period of time when beginning a Bluetooth call, or when transferring a phone call from a handset to handsfree using the vehicle's Bluetooth. The customer may notice that after a few seconds that the static will disappear and the call audio will be clear.

### Recommendation/Instructions

The first 5-10 seconds of audio quality after the transfer can be "poor" on the outbound side. This is due to the cell hand off to the vehicle and noise compensation change. Do not replace any parts or attempt any repairs, this is a normal operating condition.

### Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

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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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