



# Service Bulletin

File in Section: -

Bulletin No.: PI1261

Date: June, 2014

## PRELIMINARY INFORMATION

**Subject:** Bluetooth® Call Waiting Alert Tone Excessively Loud

**Models:** 2014-2015 Buick LaCrosse, Regal  
**Condition/Concern**

Some customers may comment that when on a bluetooth call they will receive a "call waiting tone" alerting an incoming call. This is MUCH louder than the current call volume.

This may be caused by a software anomaly.

### Recommendation/Instructions

An updated software calibration has been released to address these conditions.

**Important:** Verify the battery voltage is more than 12 volts but less than 16 volts before proceeding with reprogramming. The battery must be fully charged **BEFORE** reprogramming.

**Important:** During reprogramming, the battery voltage must be maintained within the proper range of 12-15.5 volts. **CONNECT** the approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool (EL-49642) to the vehicle or the GR8 (EL50313) in the power supply mode.

Update the radio using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the SPS procedures in SI.

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810335	Radio Reprogramming with SPS	Use Published Labor Operation Time