



# Service Bulletin

File in Section: -

Bulletin No.: PI1162B

Date: April, 2014

## PRELIMINARY INFORMATION

**Subject:** Mobile Telephone Microphone Poor Performance when Using Bluetooth

**Models:** 2013-2014 Cadillac ATS  
2014 Cadillac CTS Sedan  
All Built Prior to October 18, 2013

This PI has been revised to update the Parts Information and remove the WPC parts request form. Please discard PI1162A.

### 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 may state there is too much background noise or the audio sounds like car is driving in a wind tunnel.



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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 install a larger foam rubber patch to the microphone area and reattach any loose wire harnesses to the headliner.

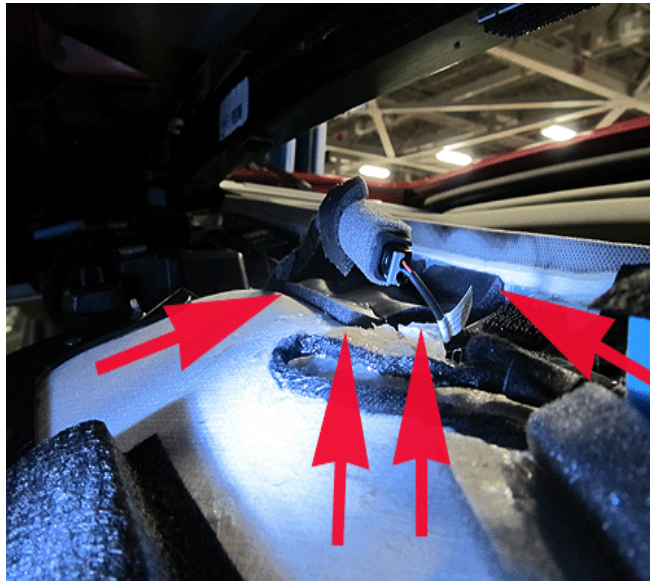
1. Lower the left front of the headliner trim panel to access the repair area as follows:
  - 1.1. Disable the roof rail SIR system. Refer to SIR Disabling and Enabling in SI.
  - 1.2. Remove the left windshield garnish molding assembly. Refer to Windshield Garnish Molding Replacement in SI.
  - 1.3. Remove the left and right sunshade assemblies. Refer to Sunshade Replacement in SI.
  - 1.4. Remove the left and right sunshade support assemblies. Refer to Sunshade Support Replacement in SI.

- 1.5. Remove the left front roof rail front assist handle assembly. Refer to Roof Rail Front Assist Handle Replacement in SI.
- 1.6. Remove the roof console assembly. Refer to Roof Console Replacement in SI.
- 1.7. Remove the left upper center pillar upper trim panel assembly. Refer to Center Pillar Upper Trim Panel Replacement in SI.



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2. Locate the mobile telephone microphone. Remove the existing foam patch on the back of the microphone, use care to not dislodge the microphone assembly or wiring.
3. Install a new foam patch:
  - Use care to center the patch over the microphone before sticking the patch down.



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- Firmly adhere the patch to the microphone and surrounding area, ensuring there are no gaps between the foam and headliner.
4. Inspect the mobile telephone microphone wiring harness and verify the harness is firmly attached to the headliner trim panel.



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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.

5. Reinstall the left windshield garnish molding assembly. Refer to Windshield Garnish Molding Replacement in SI.
6. Reinstall the left and right sunshade assemblies. Refer to Sunshade Replacement in SI.
7. Reinstall the left and right sunshade support assemblies. Refer to Sunshade Support Replacement in SI.
8. Reinstall the left front roof rail front assist handle assembly. Refer to Roof Rail Front Assist Handle Replacement in SI.
9. Reinstall the roof console assembly. Refer to Roof Console Replacement in SI.
10. Reinstall the left upper center pillar upper trim panel assembly. Refer to Center Pillar Upper Trim Panel Replacement in SI.
11. 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.
23195956	Mobile Telephone Microphone Insulator	1

## Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3480028*	Re-secure 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.