



Service Bulletin

PRELIMINARY INFORMATION

Subject: Mobile Telephone Microphone Poor Performance

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

This bulletin has been revised to update the Condition/Concern section. Please discard PI1162.

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.



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.



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.



- 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.



- 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

The foam patch used in this procedure is not in the parts catalog. Use the attached form to order the part from the Warranty Parts Center (WPC).

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.
WPC 742	Acoustical Foam Patch	1

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.

IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax BOTH pages so that the WPC receives all the needed information. Missing information will delay or prevent the part from being shipped.

Parts Request Form – Warranty Parts Center

Use this form ONLY for U.S., Canadian and Mexico Dealers. Export markets located outside of North America must contact their regional Technical Assistance Center for assistance.

To: Warranty Parts Center

e-mail: warrantypartscenterUSA@gm.com

or WPC Fax: 248-371-0192

Attn: Amina Winfrey

Part Being Requested: WPC # 742 Acoustical Foam Patch

Dealer BAC (U.S.) /Dealer Code (Canada)/Dealer Number (Mexico):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

Important: If you do not receive the part within 2 business days after e-mailing or faxing your part request to the Warranty Parts Center, please call WPC Customer Assistance at 248-371-9901/9902.

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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