



Service Bulletin

PRELIMINARY INFORMATION

Subject: Mobile Telephone Microphone Poor Performance When Using Bluetooth®

Models: 2014-2015 Buick LaCrosse

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.

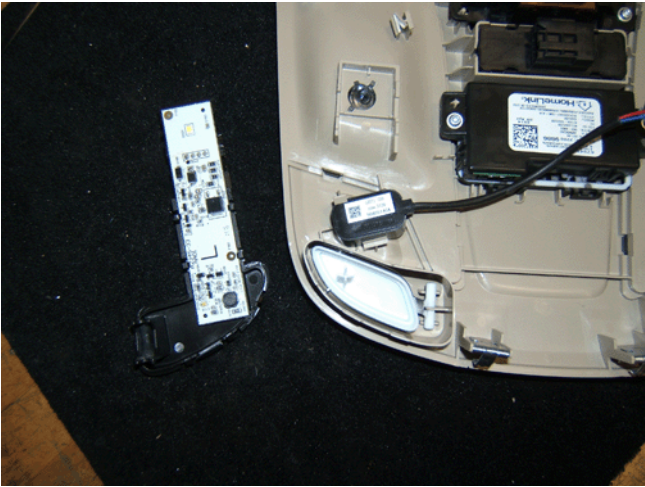
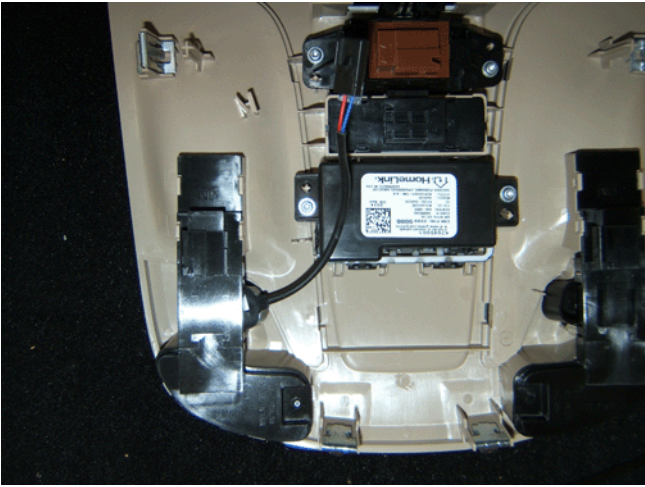
This may be caused by unwanted road noise interfering with the microphone operation when making a call.

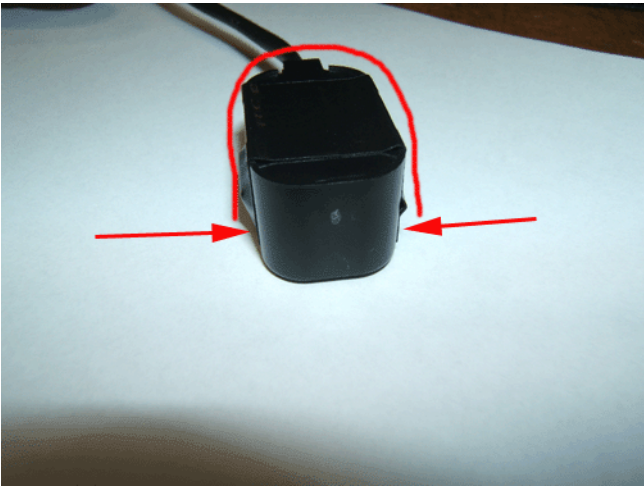
Recommendation/Instructions

Technicians should fill the void in the roof console using engine sealant and wrap tape around the microphone following the steps below:



1. Remove the Mobile Telephone Microphone. Refer to Mobile Telephone Microphone Replacement in SI.





2. With the microphone removed, using electrical tape, wrap the area shown making sure to cover both tabs on the microphone.

Note: Install the microphone into the roof console and be sure it is secure and not loose. If there is any movement, apply another layer of tape. When the fit is good, remove the microphone from the console.



3. Using engine sealant, evenly apply to the area shown being careful not to get any sealant onto the microphone grille opening. Spread the sealant evenly!



4. Install the microphone back into the roof console.
5. Connect only the microphone connector to the vehicle but do not install the roof console, and place a bluetooth call. While on the call, gently blow on the back of the microphone from about 152 mm (6 in) away from the console and see if the caller can hear any “wind” noise. If no noise is heard, complete the call and finish installing the roof console. If any noise is heard, disconnect the microphone and apply more sealant to the area and test again.

Parts Information

Part Number	Description
88864346 (In Canada, use 88861418)	Engine Sealant

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
3480148*	Microphone Noise Repair	0.5 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.

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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