



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Bluetooth Audio Skipping At Times

**Models:** 2012-2015 Buick LaCrosse, Regal, Verano  
2013-2016 Buick Cascada, Encore  
2012-2015 Chevrolet Camaro, Volt, Orlando (Canada Only)  
2012-2016 Chevrolet Cruze, Equinox  
2013 Chevrolet Malibu Eco  
2014-2016 Chevrolet Malibu  
2012-2016 GMC Terrain  
2014-2016 Chevrolet SS, Caprice PPV  
Equipped with RPO UFU w/UP9 or UHQ

*This PI was superseded to update Model Years. Please discard PIC6116.*

### Condition/Concern

A customer may comment that the audio is skipping while streaming music using Bluetooth.

### Recommendation/Instructions

Streaming music through Bluetooth uses a lot of the radio's processing resources. If the radio is also dedicating a large amount of resources to other applications such as navigation, booting, XM Weather, etc..., the Bluetooth audio may hesitate/skip as the system is being heavily loaded. This condition is a normal operating characteristic of the vehicle. It will not impact the designed performance or reliability of the vehicle.

Some recommendations that may help to alleviate the concern are;

- Free up resources on the radio by unplugging unneeded devices, cancelling navigation if not needed, waiting until after the radio completes the boot up sequence, etc...
- Free up resources on the phone by closing all open apps including unneeded apps running in the background
- Make sure that the device is on the most up to date software version

### 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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