Bulletin No.: PIC5778B

Date: Mar-2016

Service Bulletin

PRELIMINARY INFORMATION

Subject: Audio From Left Front Speaker Only When Using Bluetooth

Models: 2012 - 2014 Chevrolet Sonic
with AM/FM Radio (RPO UH7)

This PI was superseded to add the 2014 model year. Please discard PIC5778A.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

A Dealer technician or customer may comment that they only have audio from the left front speaker when using their bluetooth devices.

Recommendation/Instructions

Please verify the customers concern to determine if the concern is when making phone calls or when using audio streaming.

1. When using a Bluetooth device for phone calls, audio will only come out of the left speaker. This is normal operation.
2. If the concern is present with audio streaming (listening to music), verify the audio device (including cell phones) is linked to the Bluetooth music.

Vehicles with the AM/FM (non-MyLink) Radio (RPO UH7) are equipped with two (2) Bluetooth antennas:

- On the OnStar Module (supports hands free phone function)
- Within the radio (supports streaming audio from a compatible device)

Note: When using a cellular phone for audio streaming the phone needs to be paired twice with Bluetooth - once for Phone (Handsfree) and once for Audio Streaming (Music).

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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