



Preliminary Information

PIT5558 Person Outside of Vehicle May Hear a Faint Beep Noise in the Background During Lengthy Bluetooth Phone Conversations

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Equinox	2016 - 2017	All	All	All	All
GMC	Terrain	2016 - 2017	All	All	All	All
Involved Region or Country:		North America				
Additional RPO/s:		UP9				
Condition:		<p>On rare occasions, the person outside of the vehicle may start to hear a faint beep noise in the background during bluetooth phone conversations but everything sounds normal to the person inside of the vehicle. This usually occurs 5 or more minutes into the conversation, starting as an occasional beep and eventually happening about once per second. If this beep is heard, it is normally very faint and does not interfere with the conversation, but will obviously be more apparent during times of dead air as heard in the following sound bite.</p> <p>Copy and paste this link into the web browser to hear the concern. http://sandyblogs.com/techlink/wp-content/uploads/2017/03/03-Voice-012.m4a</p> <p>If this concern is reported, evaluate bluetooth and radio performance to ensure that no other complaints exist. If other complaints are verified, this PI does not apply. If this concern exists or is reported but can't be verified, do not replace any parts as engineering is currently evaluating the concern. Please document all available details on the repair order describing the concern, type of phone, phone software version, phone network, etc. and ask the customer to keep their phone updated with the latest software.</p>				
Cause:		GM Engineering is investing the concern				

Warranty Information

Labor Operation:	Description:	Labor Time:
3480518*	Check for codes and evaluate bluetooth operation	.3 hr
	*This is a unique labor operation for bulletin use only.	

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is currently evaluating this concern. This PI will be updated with additional details as they become available.

Version History

Version	1
Modified	