



Service Bulletin

INFORMATION

Subject: During Bluetooth Phone Conversations the Person Outside of Vehicle May Hear Their Voice Echo as They Speak to the Person Inside of Vehicle

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado	2016	2017			All	All
GMC	Sierra	2016	2017			All	All

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with Radio RPO IOB
Condition	Some customers may advise that the person on the other end of their bluetooth phone calls have advised that they hear their voice echo as they speak to the person inside of the truck. The person inside of the vehicle sounds clear to the person outside of the vehicle and the person outside of the vehicle sounds clear to the persons inside of the vehicle though.
Cause	This may be a result of the phone call volume on the radio being turned up to/near the max volume level of 63.
Correction	To prevent this concern from happening, it is suggested to turn the call volume on the radio down to around 40 or less.

Parts Information

No parts are needed for this repair.

Warranty Information

Please communicate to the customer this condition is a normal 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 bulletin.

Version	1
Modified	

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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