



Preliminary Information

PIT5571 Outbound Static On Bluetooth Call

Models

| Brand: | Model: | Model Years: | VIN: | | Engine: | Transmissions: |
|----------------------------|---|--------------|------|-----|---------|----------------|
| | | | from | to | | |
| Chevrolet | Colorado | 2017 | All | All | All | All |
| GMC | Canyon | 2017 | All | All | All | All |
| Involved Region or Country | North America | | | | | |
| Additional Options (RPO) | IOB Radios | | | | | |
| Condition | Some customers with IOB radio may report that the person on the other end of their Bluetooth phone calls have complained of a buzz or static noise during the first 5-20 seconds of their call but the customer can't hear the noise. Some people may also believe that the buzz noise resembles the noise that a fog horn makes. Some may also notice that the noise only occurs with the engine running, also may be effected by placing the vehicle in gear. | | | | | |
| Cause | Engineering is investigating the concern at this time. | | | | | |

Correction:

If this concern is reported, pair a phone to the radio, start the engine, and place a Bluetooth call to someone else to see if they hear this buzz noise during the first 5-20 seconds of the call. If this concern is verified, command the generator off with GDS2 to determine if the noise is temporarily eliminated. If this temporarily eliminates the noise, 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..

Warranty Information

| Labor Operation | Description | Labor Time |
|--|---------------------------------|------------|
| 3480558* | Evaluate Bluetooth Call Quality | .3 |
| *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 | |

