



Service Bulletin

TECHNICAL

Subject: Distorted Outbound Audio During Bluetooth Phone Calls

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Camaro	2017	2017	SOP	March 3, 2017	All	All
Chevrolet	Colorado	2017	2017	SOP	March 18, 2017	All	All
Chevrolet	Malibu	2017	2017	SOP	Feb. 22, 2017	All	All
Chevrolet	Silverado	2017	2017	SOP	March 7, 2017	All	All
GMC	Acadia (VIN N)	2017	2017	SOP	March 3, 2017	All	All
GMC	Canyon	2017	2017	SOP	March 18, 2017	All	All
GMC	Sierra	2017	2017	SOP	March 7, 2017	All	All

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with Radio RPO IOA or IOB
Condition	<p>Some customers may comment when using the Bluetooth® phone system in their vehicle, the person on the other end of a mobile telephone call states the audio sounds muffled, distorted, garbled, or has static.</p> <p>They may also advise that it sounds like the person in the vehicle is talking from the inside of a wind tunnel or tin can.</p>
Cause	This may be the result of a microphone tuning concern.
Correction	SPS program the radio with the latest TIS2web software to address this concern.

Parts Information

No parts needed for this condition.

Warranty Information

Labor Operation	Description	Labor Time
2810335	Radio Reprogramming with SPS	Use Published Labor Operation Time

Service Procedure

If this concern is experienced, note the build date of the vehicle. If the vehicle was built on/after the related production breakpoint above, the radio should already contain updated software to address this concern and this bulletin does not apply.

If the vehicle was built before the related production breakpoint above, use TIS2web to check for SPS software updates for the VIN you are working on. If updates are available, SPS program the radio with the latest TIS2web software to address this concern. Refer to *Radio Programming and Setup* in SI for detailed programming instructions.

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 this information.



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