



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-363

Date: November, 2017

TECHNICAL

Subject: OnStar LED is Red, Poor/No Voice Recognition, Inoperative Hands-Free Microphone During Bluetooth and OnStar Calls - DTC B2455 04 Set

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2018	2018				

Involved Region or Country	North America
Additional Options (RPOs)	IOB, IO5, IO6
Condition	<p>Some customers may comment on:</p> <ul style="list-style-type: none"> • RED OnStar LED • Poor/no voice recognition • Hands-Free Microphone inoperative during Bluetooth and/or OnStar Calls <p>Some Technicians may find DTC B2455 04 set</p>
Cause	This condition may be caused by a poor connection on terminal 11 (Circuit 655 for Cellular Telephone Microphone Signal) and/or 12 (Circuit 654 for Cellular Telephone Microphone Low Reference) at the X404 connector.
Correction	<div style="text-align: center;"> </div> <p style="text-align: right;">4898478</p> <p>If this concern is encountered, inspect terminals 11 and 12 at the X404 connector for poor terminal tension, bent terminals, or backed out terminals.</p>

Service Procedure

Refer to Repairing Connector Terminals (Terminal Repair) in SI.

Refer to the table below to aid in diagnostics and repair.

Document ID:	Subject:
4595037	X404 Headliner Harness to Body Harness (Connector end view for X404)
4587033	Body Harness Routing - Right Rear of the Passenger Compartment (Connector Location = Item 2 in Grid C-13)
2777046	DTC B2455, SI Diagnosis (IO5/IO6/IOB)
4600271	Controls and Audio Signals (Schematic for Circuits 654 and 655 – X404)

Parts Information

No parts are required for this repair.

Warranty Information

For wiring repairs covered under warranty, please refer to latest version of Bulletin 10-00-89-005 for warranty information on wire/connector repairs.

Version	1
Modified	Released November 17,2017

