



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-377

Date: December, 2017

INFORMATION

Subject: Buzz and/or Static Type Noise Heard During Bluetooth Call

This Bulletin replaces PIT5571.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado	2017	2018				
GMC	Canyon						

Involved Region or Country	North America and NA Export vehicles
Additional Options (RPOs)	Equipped with RADIO-INFOTAINMENT SYSTEM - MIDLEVEL HMI, MIDLEVEL CONNECTIVITY (RPO IOB)
Condition	Some customers may comment on a buzz and/or static type noise heard during a bluetooth call. Note: The customer may NOT hear the noise themselves during the call.
Cause	This condition may be caused by software anomaly.
Correction	SPS program the radio with the latest TIS2 Web calibrations, which are designed to correct this issue. The rear camera calibration description should read "New calibrations to resolve interference with Bluetooth devices during hands-free calling".

Service Procedure

SPS program the radio with the latest TIS2 Web calibrations, USB programming will not fix this issue.

Important: Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install the EL-49642 SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

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

Version	2
Modified	Released November 27, 2017 December 15, 2017 – Adding 2018 Model Year.

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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