



Service Bulletin

Bulletin No.: 19-NA-152
Date: August, 2019

TECHNICAL

Subject: Static Crackling Noise Using Bluetooth Microphone

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2019			All	All
	Silverado 2500 HD/ 3500 HD	2020	2020				
GMC	Sierra 1500 (New Model)	2019	2019				
	Sierra 2500 HD/3500 HD	2020	2020				

Involved Region or Country	North America, Middle East, Israel, South America and Thailand
Additional Options (RPOs)	IOS, IOT, or IOU
Condition	Some customers may comment on a poor or degraded Bluetooth call performance heard by the person being called (not in the vehicle). The person being called may tell the caller (in the vehicle) that they hear a crackling or static noise. Technician may find a DTC of B127C-04 (Microphone 2 Input Signal Circuit) stored in the radio
Cause	The cause of the condition may be a poor terminal tension, deformed or bent terminals in the passenger side wiring harness at the B24RF right front mobile telephone microphone connector.
Correction	Inspect the passenger side vehicle wiring harness for any damaged terminals and to ensure pins are properly secured in the connector body.

Service Procedure

1. Access the B24RF right front mobile telephone microphone connector. Refer to *Communication Interface Module Microphone Replacement* in SI.
2. Inspect the mated connector bodies for any unseated terminals.
3. Disconnect the B24RF right front mobile telephone microphone connector. Inspect for damaged terminals.
 - If no damage exists, this bulletin does not apply. Reference published SI diagnostic procedures.
 - If damaged terminals are found in the headlining harness, replace the connector with leads.

Parts Information

Causal Part	Description	Part Number	Qty
X	CONNECTOR KIT, HDLNG WRG HARN(MOBILE TELEPHONE MICROPHONE-FRONT) (WHITE)(2-WAY MALE)(W/ LEADS)(SI ELEC CODE: B24RF)(ACDelco #PT3520) - RH	19332377	1

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
*5480708	Repair B24RF right front mobile telephone microphone connector	2.4 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released August 13, 2019

