



Service Bulletin

Bulletin No.: 23-NA-012

Date: February, 2023

INFORMATION

Subject: Bluetooth Noise Heard on Phone Calls

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Camaro	2019	2019	—	—	—	—

Involved Region or Country	North America, Brazil, Europe, Middle East, Japan, GM Korea Company, China
Additional Options (RPOs)	Equipped with RPO IOS and/or IOT Infotainment System
Condition	Some customers may comment on a clicking noise heard on the receiving end of their calls when using the vehicle's bluetooth system. The clicking noise may be similar to a click heard when dialing a rotary phone.
Cause	The cause of the condition may be the microphone picking up EMC from another component on the vehicle. The source of the EMC cannot be determined. This issue is isolated to the 2019 model year because the microphone is external in this year. Switching between Apple CarPlay, Android Auto or using different phone carriers will have no effect.
Correction	Turning off the WiFi during a call will resolve the concern. Engineering does not have a more permanent solution at this time.

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

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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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