



**Bulletin No.:** PIT6231

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## Preliminary Information

### PIT6231 Poor Sound Quality On A Phone Call

#### Models

**Brand:** Chevrolet **Model:** Blazer EV **Model Years:** 2024 - 2025 **VIN:** All **Engine:** All **Transmissions:** All

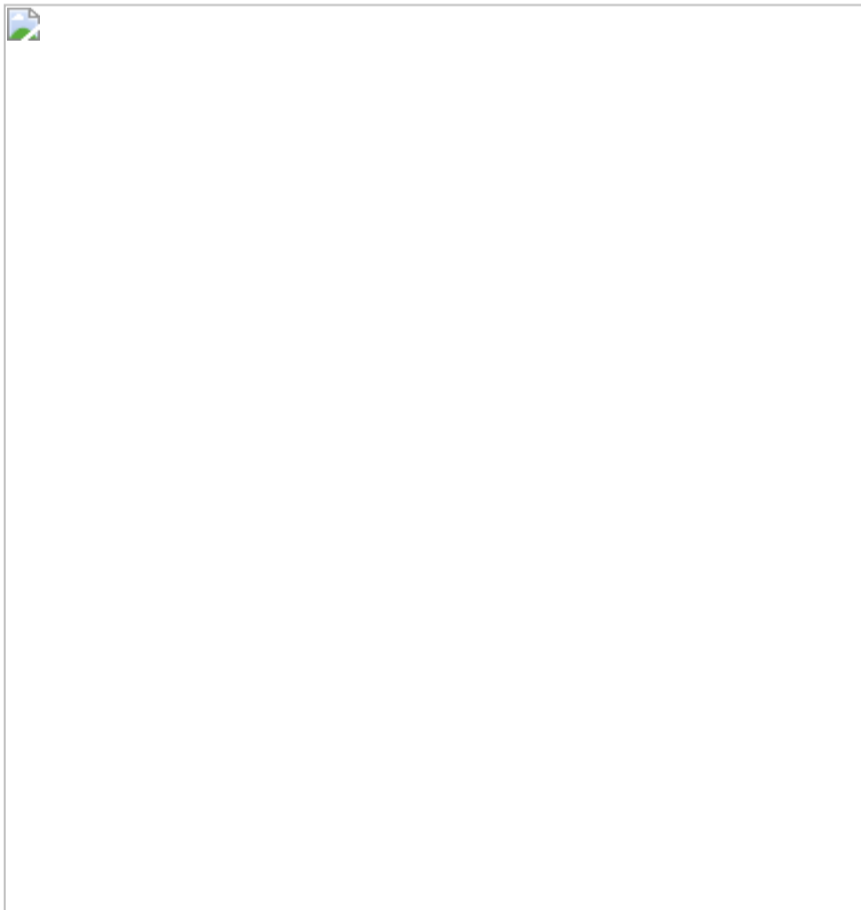
<b>Involved Region or Country</b>	North America
<b>Condition</b>	A customer may complain during a phone call the sound is muted or muffled. The sound will be good for the person in the vehicle, however, the person on the other end will complain about poor sound quality.
<b>Cause</b>	Microphone may have been installed backwards. It is possible to install the microphone backwards but the holes in the microphone will not line up with the holes in the roof console preventing sound from reaching the microphone.

#### Correction:

Lower the overhead console and inspect the microphone.

If the microphone is installed correctly the wires on the microphone will exit to the left of the console as shown in the photo below.


If the circuits exit the microphone towards the right side of the roof console rotate the microphone 180 degrees and reinstall.



## Warranty Information

### Version History

<b>Version</b>	<b>1</b>
<b>Modified</b>	<b>Created- 09/06/2024 - Created on.</b>

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