



Bulletin No.: PIT6231A

Published date: 10/29/2024

Preliminary Information

PIT6231A Poor Sound Quality On A Phone Call

Models

Brand:	Model:	Model Years:	VIN: from to	Engine:	Transmissions:
Chevrolet Blazer EV		2024 - 2025	All	All All	All
Chevrolet Equinox EV		2024 - 2025	All	All All	All

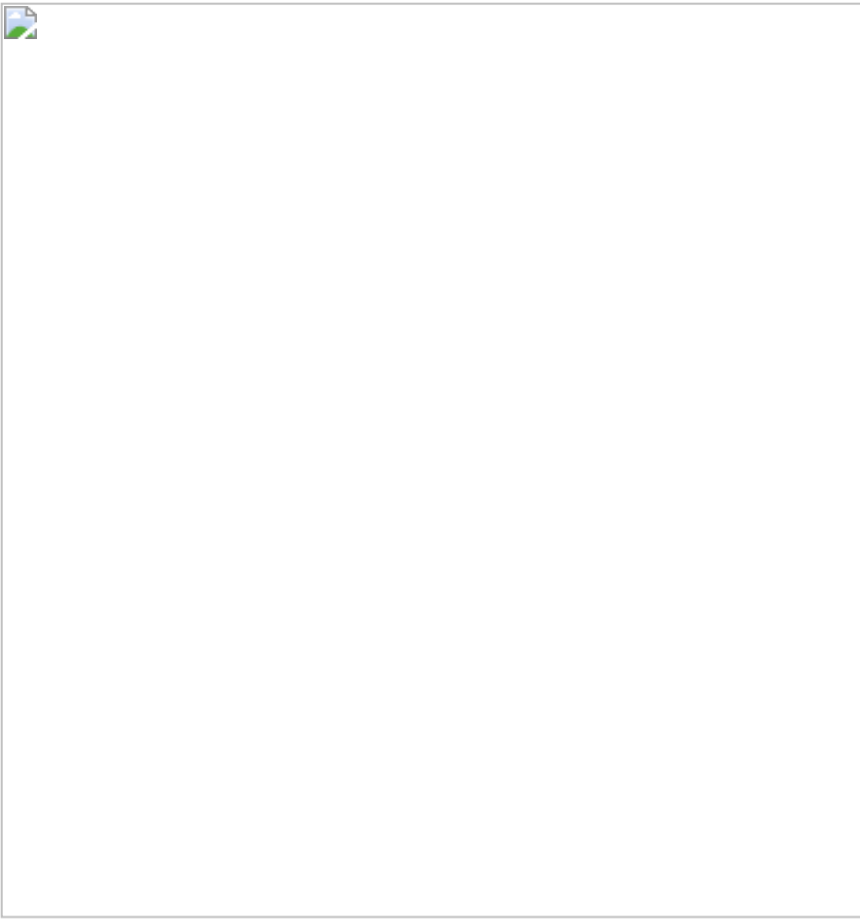
Involved Region or Country	North America
Condition	A customer may complain during a phone call the sound is muted or muffled. The sound will be good for the person in the vehicle, however, the person on the other end will complain about poor sound quality.
Cause	Microphone may have been installed backwards. 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

Version	2
Modified	09/06/2024 - Created on. 10/29/2024 - Updated Models.

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