2009 - 2010 Corvette: Service Bulletin: #PIC5346A: Normal Characteristic - Unable To Answer a Second Incoming Bluetooth call or Continues To Ring After Answering a Second Incoming Call

#PIC5346A: Normal Characteristic - Unable To Answer a Second Incoming Bluetooth call or Continues To Ring After Answering a Second Incoming Call - (Jan 31, 2013)

Subject:	Normal Characteristic - Unable To Answer a Second Incoming Bluetooth call or Continues To Ring After Answering a Second Incoming Call
Models:	2008 - 2010 Cadillac CTS
	2009 Buick Enclave
	2009 Cadillac Escalade, SRX, XLR
	2009 Chevrolet Equinox, HHR, Silverado, Suburban, Tahoe, Traverse
	2009 GMC Acadia, Sierra, Yukon, Yukon XL
	2009 Pontiac G5, G8, Solstice, Torrent
	2009 Saturn Outlook, Sky, VUE
	2009 - 2011 Cadillac STS
	2009 - 2010 Chevrolet Cobalt, Corvette

	2010 Chevrolet Silverado (Except Silao built)
	2010 GMC Sierra (Except Silao built)
	Equipped with Bluetooth (RPO UPF or UWE)

This PI was superseded to update recommended field and add Customer Info section. Please discard PIC5346.

Condition/Concern

In rare instances, if a Bluetooth call is transferred from the vehicle to the phone and, while on that call, a second Bluetooth call comes in, the customer will hear ringing in the vehicle. Pressing the Push to Talk button on the steering wheel controls will stop the ringing, but will not answer the second call. If the call is answered from the phone, the ringing will not stop.

Recommendation/Instructions

The concern has been identified as normal operation. Do NOT replace any parts for this concern.

When a Bluetooth call has been transferred to the handset the VCIM will send incoming ringing from a subsequent call to the radio. The call must be answered from the handset and the SWC pressed to stop the ringing. Ending the first call or disconnecting the Bluetooth will also solve the concern.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

Online URL:
https://www.corvetteactioncenter.com/tech/knowledgebase/article/2009-2010-corvette-service-bulletin-pic5346a-normal-characteristic-unable-to-answer-a-second-incoming-bluetooth-call-or-continues-to-ring-after-answering-a-second-incoming-call-1329.html