

**2009 Cadillac XLR: 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)**

<b>Subject:</b>	Normal Characteristic - Unable To Answer a Second Incoming Bluetooth call or Continues To Ring After Answering a Second Incoming Call
<b>Models:</b>	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This PI was superseded to update recommended field and add Customer Info section.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.

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### **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.xlr-net.com/knowledgebase/article/2009-cadillac-xlr-service-bulletin-pic5346a-normal-characteristic-unable-to-answer-a-second-incoming-bluetooth-call-or-continues-to-ring-after-answering-a-second-incoming-call-111.html>