Kim,

The problem appears to be Bluetooth and outbound. There is a Mazda version of it (maybe with no fix) and a 2012 Chevvy Volt version (which apparently had a flash memory fix about a half year after people started complaining about it).

(Is yours a [2020 Mazda CX-30](https://www.thecarconnection.com/news/1127651_review-update-2020-cx-30-is-mazda-s-better-larger-small-crossover)[[1]](#endnote-1) Preferred or a 2020 Mazda CX-30 Premium?)

For web searches, it looks like 2020, CX-3, Sport in your search will find those cars!

The problem is described as

bad-background-noise OR road-noise OR whooshing-noise OR wind-noise OR static-noise OR wind-howling-noise .

Therefore that is what is most productive to search for.

(There are other audio problems for the conversation recipient not in the Mazda but I have not even found names / a search term for them yet.)

# Mazda

Compared to the Chevvy Volt section following, this Mazda help section is **pathetic** in terms of what I could get and how long it took me to get it! Remember I told you to get a Toyota? Toyota is still the Gold Standard for automotive quality.

The following two searches are what I found productive.

1. CX-30 (bad-background-noise OR road-noise OR whooshing-noise OR wind-noise OR static-noise OR wind-howling-noise) AND MAZDA-Connect
2. CX-3 (bad-background-noise OR road-noise OR whooshing-noise OR wind-noise OR static-noise OR wind-howling-noise) AND MAZDA-Connect

Bad road noise on the other cellphone When I call from my cellphone via bluetooth from my 2020 Mazda CX-30.

Bad background noise when talking on phone through bluetooth

I got these results:

"Bluetooth "road" noise on far end phone?"

"My 2020 Mazda CX-30 has outbound Bluetooth "road" noise."

"When I call from my 2020 Mazda CX-30 via Bluetooth the person called hears bad road noise."

"When I call from my 2020 Mazda via Bluetooth the person called hears road noise."

A Word to Mazda Owners - Mazda USA PDF

[Bluetooth background noise](https://www.mazda3revolution.com/threads/bluetooth-background-noise.1089/) (whooshing sound) (Only when I am on the highway.)

https://www.mazda3revolution.com/threads/bluetooth-background-noise.1089/

1 - 16 of 16 Posts

[#5](https://www.mazda3revolution.com/threads/bluetooth-background-noise.1089/post-17949)

…when the phone is ringing in the car there is an option on the phone to answer it through the phone or use the bluetooth device.

[#13](https://www.mazda3revolution.com/threads/bluetooth-background-noise.1089/post-30336)• [Nov 3, 2009](https://www.mazda3revolution.com/threads/bluetooth-background-noise.1089/post-30336)

**bluetooth background noise**

[Gunner said:](https://www.mazda3revolution.com/goto/post?id=17733)

I was wondering if anyone has had any comments or complaints from the person on the other end of your call about the quality of the sound. My wife states that when I talk to her through the car she hears a "wooshing" noise in the background. She says it's almost like talking on your phone with the windows down. Has this happened to anyone else or am I alone on this one?:confused1 1:

I have a 2010 Mazda 3 i touring with moonroof package...was told by the dealer that this problem has not been resolved by mazda yet. it affects this particular model, and happens when above speeds of 30 to 35 miles per hour, the bluetooth does not transition right and therefore the caller can't hear you talk without all that noise.

If anyone has heard anything more about this, please post...I have been waiting for 12,000 miles to use it...

[#14](https://www.mazda3revolution.com/threads/bluetooth-background-noise.1089/post-30341)• [Nov 3, 2009](https://www.mazda3revolution.com/threads/bluetooth-background-noise.1089/post-30341)

[Gunner said:](https://www.mazda3revolution.com/goto/post?id=17733)

I was wondering if anyone has had any comments or complaints from the person on the other end of your call about the quality of the sound. My wife states that when I talk to her through the car she hears a "wooshing" noise in the background. She says it's almost like talking on your phone with the windows down. Has this happened to anyone else or am I alone on this one?:confused1 1:

You are not alone. I think it is road noise. For some reason, Mazda made the stupid decision of putting the microphone in the dash (where all of the road noise resonates underneath) instead of putting it overhead. **If you mute the bluetooth while on the line, all of the "noise" disappears, which verifies that it is not a signal issue.**

# 2012 Chevvy Volt

**The rest of this document** shows that a complete pretty much 100% fix took agonizingly long to reach all the owners!!

[Bad background noise when talking on phone through bluetooth](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/)

https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/

1 - 20 of 46 Posts

 Discussion Starter • [#1](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-190439)• [Sep 14, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-190439)

We have just about one month experience with our new 2013 Volt. We have noticed that there is a LOT of background noise heard when talking on the phone. This noise is NOT heard by the driver, but rather by the person on the other end of the call. For the driver in the car, the call is completely clear.

My wife called me from the car today using her (Android) phone paired up to the car audio system. We noticed that the call was perfectly clear when the car is standing still, like at a traffic light. But as soon as she began to move again, the background noise returned. It sounds like lots of wind noise in the background. Her voice was still clear and understandable through the noise, but it is a terrible distraction to the conversation. She noted that the car DID reduce the AC fan when she initiated the call so it wasn't a case of the climate control fans blasting or anything. And the windows were all rolled up tight, so no actual wind to make the noise.

She has told me that she heard the same thing when I called her from the car too. Again, the climate control system had dialed itself down when the call was initiated.

Anyone else experience this or know anything about it?

[#2](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-194838)• [Sep 26, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-194838)

yes, same problem. took it in, dealer service couldn't find anyone else with same problem.

[#3](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-194876)• [Sep 26, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-194876)

Same experience here...2013 one month old...been told by callers that I sound like I am talking with my head out of the window while driving even though all the windows are up.

 Discussion Starter • [#4](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-196187)• [Sep 30, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-196187)

I took this issue to my Volt Advisor. She …… did respond with the following...

As for the concern with your iphone, Onstar is currently working on a software update. The iphones and some other model handsets are experiencing this too. This is due to the **bluetooth profile not being up to date. Cell phones update software much faster than a vehicle.** Once the update is available, we will let our Volt owners know. We thank you for your patience during this time.

My phone happens to be an Android device. Not sure if that would have any bearing on the issue.

I guess we are waiting for Onstar to push through an update to the bluetooth profile...

6/7/12 Ordered 2013 Blue Topaz
7/23/12 Build week!
8/1/12 Got a VIN#! D4285!
8/7/12 My Volt's on a train...
**8/16/12 Delivery!!!**

[#5](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-196213)• [Sep 30, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-196213)

[KnoxVolt said:](https://www.gm-volt.com/goto/post?id=196187)

I took this issue to my Volt Advisor. She had to look into it a bit but she did respond with the following...

My phone happens to be an Android device. Not sure if that would have any bearing on the issue.

I guess we are waiting for Onstar to push through an update to the bluetooth profile...

Click to expand...

**Interesting...same issue and I have Samsung S2..Android** device.

[Save](https://www.gm-volt.com/posts/196213/bookmark)Share

[#6](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-196237)• [Oct 1, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-196237)

HTC MyTouch seems to work very nicely. Everyone hears me clearly. Anyone in the car, they can hear me. I will say, they can tell I'm in the car when I'm on the highway (road noise), but that was also true in my Lincoln MKX.

[#7](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-197902)• [Oct 5, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-197902)

Same issue with volt 2013 bought on October 1st 2012 .The noise is not heard by the driver but heard by person calling the driver. Seems like some static. Took it to the dealer but they have no clue about it. Advise was to call the volt advisor which I will and also leave it with them so that they can check the microphone setting in the car. I think it is something to do with Bluetooth software configuration. Please post a solution if anyone has one.

[#8](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-198259)• [Oct 5, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-198259)

Exact same issue with my 2012 Volt with nav using iPhone 4.

[#9](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-198295)• [Oct 5, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-198295)

2013 an iPhone 3. Apparently I'm clear as a bell.

[#10](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-198411)• [Oct 6, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-198411)

I experimented with my '13 Volt and there is a big difference between calls made in car (good) VS calls received. It was described to me as sounding like I was in a large room.

[#11](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-201044)• [Oct 12, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-201044)

Another update from me.I took my volt to the dealer.They consulted the VOLT engineers and told me that the Bluetooth runs thru the radio and hence they would replace the radio system on my car to fix the static noise issue. This was 1 week back. However I rec a call today saying that the Volt engineers feel that replacing the radio will not fix the issue and hence they are still trying to find the real issue. They will call me directly. I guess this issue is not so common but Volt is aware of it. I hope they find something soon and fix the issue.

[#12](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-201215)• [Oct 13, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-201215)

I have the same experience with my 2013 volt and took it into my local dealer. They said they had to replace the radio on another volt and thought they would do the same thing for mine. They contacted GM as that is an expensive repair and cannot be done without GM approval and GM told the dealer they are not authorized to do this. GM said they are aware of the problem and instead are working on a software update to fix it, but they had no idea how long that would take. I spoke to my Volt advisor who said the same thing - GM is aware of the problem (they wouldn't say how long GM has known) and trying to fix it. Raises a couple of questions 1) Why aren't dealers telling people about this (my Volt is only 3 weeks old and I know they aren't telling dealers), and 2) why haven't they alerted owners or issued a recall for this issue? Instead, they are hoping people don't complain or don't have the time to take it into the shop to be looked at.

[#13](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-208782)• [Nov 1, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-208782)

The Volt Advisor says that **the mic** was moved from the mirror to another location in the 2013s. He said the engineer has isolated the problem and the fix should be forthcoming (2-3 weeks). I'm not convinced that its a mic placement issue.... I guess we'll know in a few weeks.

[#14](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-208786)• [Nov 1, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-208786)

[mezzplayer said:](https://www.gm-volt.com/goto/post?id=208782)

The Volt Advisor says that the mic was moved from the mirror to another location in the 2013s. He said the engineer has isolated the problem and the fix should be forthcoming (2-3 weeks). I'm not convinced that its a mic placement issue.... I guess we'll know in a few weeks.

The Mic placement might really be a the new mic placement means its running along side a wire that is carrying other data that is causing a problem (maybe its floating and not actively grounded or something).

[#15](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-209232)• [Nov 2, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-209232)

**Having same issue...**

I bought my 2013 Volt two weeks ago. I am having same exact issue as described here. The person receiving call from Volt hears loud wind howling noise which nearly drowns out the caller's voice. I tested the matter with iPhone 4, iPhone 4S, Samsung, on both AT&T and Verizon networks. Same issue.

Took car to dealer and they tested. They said the issue is known by GM and I just have to wait for a software update. I asked them how long have they known about this and they said for several weeks. That made me very mad... why are they not telling buyers about this issue at time of purchase? This is fraud if they know of it and are not disclosing it. The dealer was actually selling me hard on the hands-free feature, when in fact it knew that it may not work properly.

I asked the dealer to give me a statement that if the problem is not fixed like they say, they will allow me to return the car. They said I should take it up with GM. So far, I have called GM and written an email. I intend to write their legal department over the next few days. I am not typically a threaten legal action kind of guy, but this just sucks... should not get this type of treatment for a $40K+ car! Way to go, GM, for trying to get us to trust the brand again...

[#16](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-210802)• [Nov 6, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-210802)

Re-paired my iPhone 4 and no effect. Still unintelligible to listeners at over 25 mph or so. Just tried my wife's iPhone 4S and same problem. Again, this is a 2012 with nav.

[#17](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-210824)• [Nov 6, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-210824)

**PAWLEYJIM**

I have the same problem but recieved notification of a service notice too repair today.Yea

[#18](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-210919)• [Nov 6, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-210919)

[pawleyjm said:](https://www.gm-volt.com/goto/post?id=210824)

I have the same problem but recieved notification of a service notice too repair today.Yea

Did you get a notice by mail? Any details? If they have a fix, I'd like to bring my Volt in soon to get it repaired....

[#19](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-211234)• [Nov 7, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-211234)

email from volt advisor that service bulletin was issued, scheduled for fix monday

21 - 40 of 46 Posts

[#21](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-211244)• [Nov 7, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-211244)

Volt advisor said bulletin just came out and the fix is being disseminated to dealers. My dealer had yet to receive the info, so not possible for me to schedule an appointment...

[#22](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-211995)• [Nov 9, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-211995)

**Anyone else with a 2012 having the same problem?**

Anyone else with a 2012 having the same problem?

I'm assuming mine was one of the last 2012's built. Maybe they have the same equipment/software etc problem.

[#23](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-212017)• [Nov 10, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-212017)

Software fix... Done today. Calls are clear now. It's the **Bluetooth Static Bulletin PIC5768**.

[#24](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-212397)• [Nov 11, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-212397)

New Volt 2013 owner, since Oct 26th. Very happy save and except this phone problem and climate control problem. I have an Iphone 4 an perfect from inside the car had wind noisy for people calling me. Hope the update to Onstar will fix this!

My climate control problem……..

[#25](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-212979)• [Nov 13, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-212979)

I had the "fix" done yesterday at the dealership. no change to call quality for other party... getting annoyed.

[#26](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-212983)• [Nov 13, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-212983)

I'm going to the dealership this afternoon for inspection and tire rotation. I will have to ask them to do this update as well.

[#27](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-215165)• [Nov 19, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-215165)

I got a call from the Volt advisor that the software update to fix the issue with the background noise is available with the dealership. I took my car to the dealership and they fixed it for no charge. Bluetooth works great now. Please call your dealership.

[#28](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-225009)• [Dec 19, 2012](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-225009)

My 2013 Volt has this same issue. My dealer in Austin TX told me that the referenced bulletin tells them to tell the customer to change settings on their phone. For example samsung galaxy SIII **has a 'noise cancellation' option under call settings**. After bringing the car into the dealer, they send me home telling me to try that. **I tried it and it made no difference at all. brought it back again, and dealer says they tested it and it sounds like all of the other volts. "working as designed". What a load of crap. a $20 aftermarket bluetooth adapter sounds much better.**

[#29](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-533921)• [Apr 19, 2013](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-533921)

Bump. Any updates? Same problem and don't want to sort through all the threads.

[#30](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-734409)• [Jul 8, 2013](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-734409)

My 2013 Volt (1 month old (700 mile) has the same problem when using my Iphone 4S. I am taking to local dealer tomorrow to see what they can do for me. Background noise is bad enough I can't carry on a conversation with anyone. Will let you know if dealer has a fix for it.

[#31](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-734441)• [Jul 8, 2013](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-734441)

Make sure you have the latest iOS installed on your phone. For the record, our 2013 has no issues with my iPhone 5 or my wife's iPhone 4S.

2013 White Diamond Volt Owner.

[#32](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-763274)• [Jul 17, 2013](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-763274)

Originally Posted by KnoxVolt: Bluetooth noise issue....

My Volt had same issue: Using Iphone 4 in 2013 Volt: People I called could not understand me, worse as car went faster. Took to local dealer (Fox Chev: Rochester Hills MI) and they claimed they fixed it (updated mic in headliner and claimed they updated software). Absolutely no improvement. Talked to my advisor and he researched another service bulletin / fix. This time fixed the problem. Still not crystal clear, but can have conversation without a problem. YEAH

[#33](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-764273)• [Jul 17, 2013](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-764273)

Good - then there is hope - My new 2013 arrives next week and I'll be really bummed if I have Bluetooth issues with my iPhone 5 - the integration with my phone was one of the reasons I choose the Volt. I was devastated when I ran across this thread...

[#34](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-888274)• [Aug 26, 2013](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-888274)

The PIC5768A update fixed the problem in my 2013 Volt.

[#35](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-895057)• [Aug 28, 2013](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-895057)

**The PIC5768A update fixed the problem in my 2013 Volt**

[tmueller64 said:](https://www.gm-volt.com/goto/post?id=888274)

The PIC5768A update fixed the problem in my 2013 Volt.

I took my Volt (2013) to the dealer yesterday and had the same update installed. It works perfectly now. I have iPhone5 too. Got to reset a bunch of the car settings after the update, and it takes > 1 hour to install, but nevertheless, problem solved.

[#36](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-895473)• [Aug 28, 2013](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-895473)

[tmueller64 said:](https://www.gm-volt.com/goto/post?id=888274)

The PIC5768A update fixed the problem in my 2013 Volt.

Ditto, fixed my non-bose no nav radio.

2013 Crystal Red Volt - Lease ended 05/2016
2013 Silver Topaz Volt Premium - Replacement for leased vehicle

[#37](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-1859425)• [Sep 5, 2014](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-1859425)

I got my 2013 Volt back today and finally the bluetooth works correctly. This was my second visit to my local dealer for the problem, but after pushing the issue and giving them the PIC-5768 number, it's fixed. Don't wait until your warranty ends, take it in now!

[#38](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-1864034)• [Sep 8, 2014](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-1864034)

[dornier said:](https://www.gm-volt.com/goto/post?id=1859425)

I got my 2013 Volt back today and finally the bluetooth works correctly. This was my second visit to my local dealer for the problem, but after pushing the issue and giving them the PIC-5768 number, it's fixed. Don't wait until your warranty ends, take it in now!

Hello dornier,

I'm glad to hear that you were able to get your bluetooth working properly. Please let me know if you have any questions or should need assistance in the future.

Katie O.
Chevrolet Customer Care

If you have any further questions feel free to contact the
Chevrolet Customer Care Team:
(800) 222-1020
Chevrolet Customer Care Hours:
Monday - Friday 9AM to 9PM EST.
Closed on Saturday and Sunday.
socialmedia@gm.com
<https://twitter.com/ChevyElectric>
[http://https://www.facebook.com/chevroletelectric](https://www.facebook.com/chevroletelectric)

[#39](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-1916346)• [Oct 3, 2014](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-1916346)

I am having the same problem…Sounds like I am sticking my head out the window while talking…

I took my volt in and mention to the about the update. I was told that the software is sent wireless and that my software is all updated. After searching the web and finding the information here. My question is:

• What is special about the PIC5768A update?
• Why do so many people have to go in twice?
• What do I tell my dealer to have him do something the second time and what needs to be done different?

Thanks

PS. This is my second Volt so I obviously loved the first one which was my first bluetooth vehicle and **no longer like to use my phone without hands free anymore for safety reasons.**

[#40](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-1923434)• [Oct 7, 2014](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-1923434)

Good news, everything is working great. I am writing this to let people know that **your software is updated wirelessly, but still may be missing something. The bulletin number PIC5768A update is certainly the key.**
It is only because I have a great dealer to work with that the extra second effort was made, despite confirmation that software was up to date on the first visit.

I wonder how many other Volt owners have found this board, found their answer, but never left a message as well. Given the potential safety issue of someone getting hurt and claiming that it is because they could not use their hands free, I think there would be a more proactive approach.

Hands free will be like air conditioning. Once you use it on a regular basis, most will not go without it again.

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[#41](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-1923466)• [Oct 7, 2014](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-1923466)

Just took delivery last weekend of my 2013,……….

[#42](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-1937257)• [Oct 14, 2014](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-1937257)

Took the car to the dealer today for its appointment for The PIC5768A update.

Fixed the noisy bluetooth in my 2013 Volt, crystal clear now!

[#43](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-1969777)• [Oct 28, 2014](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-1969777)

**3rd trip to dealer and bluetooth speakerphone still unusable**

I brought my 2013 base model volt into my local (Austin autonation) dealer today after reading reports from others on this forum that finally the noise issue was fixed with PIC5768A. No one has yet provided me any actual information about what this service bulletin contains, and the dealer was as ambiguous as possible. Bottom line, they had the car all day again, and the issue remains. When I am talking, I'm told that they can hear me but when I'm not talking there is horrible background noise.

Volt advisor of no help.

[#44](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-3384929)• [May 18, 2016](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-3384929)

**Phone # of dealership that has fixed the 2013 Bluetooth Background noise PIC5768A**

Could someone who has had the "Background noise when talking on phone through Bluetooth update 2013 Volt" done please provide me with the phone # of the dealership who fixed it? We have taken our Volt to two different Chevy dealers and neither could figure out what the PIC5768A update was all about.

**It's embarrassing and frustrating to make calls on my Bluetooth phone and always be asked if I have the windows down!**

[#45](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-3388713)• [May 20, 2016](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-3388713)

we had a similar problem with our 15. the person we called would hear screeching sound when we made calls. We took to the dealership yesterday and **they did a factory reset on the stereo and Bluetooth system.** I assume they are the same but that is what they told me. They confirmed we were on the latest software versions. **The factory reset did the trick** so far. We can now make calls and now the other side can hear us properly. See if your dealership can confirm you are on the latest firmware and reset the unit. See is it helps your situation.

[#46](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-4604769)• [Aug 7, 2018](https://www.gm-volt.com/threads/bad-background-noise-when-talking-on-phone-through-bluetooth.16883/post-4604769)

I know this is an old thread but I bought my 2013 used and it has this same problem and I know it is out of warranty. Is the PIC5768A fix a recall and be done for free or will there be a charge?

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'[Bluetooth' Phone Audio - Outbound](https://www.gm-volt.com/threads/bluetooth-phone-audio-outbound.19307/)

https://www.gm-volt.com/threads/bluetooth-phone-audio-outbound.19307/

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#23 • Nov 10, 2012

Software fix... **Done** today. **[Outbound]** Calls are clear now. It's the **Bluetooth Static** Bulletin PIC5768.

[Note: It seems that the 'Bluetooth' part could be a misnomer. It may have been a noise-canceling thing in the dashboard. As alleged re Mazda!! ] ….

The PIC5768A update fixed the problem in my 2013 Volt

"Certain phones will require "noise cancellation" or certain soundfield "effects"(echo control etc) be turned OFF to improve sound quality"

1. Like most Mazdas, whirring, ticking engine sounds are ever present if not loud, except when highway road noise cancels them out. [↑](#endnote-ref-1)