



Service Bulletin

PRELIMINARY INFORMATION

Subject: Loss of French or Spanish Name Tags

Models: 2011 - 2012 Chevrolet Volt

This PI was superseded to update recommended field. Please discard PIC5607.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Customers may report an issue of losing nametags with the OnStar system voice recognition set to French or Spanish. The issue occurs when a nametag is stored and the ignition is turned off with RAP canceled for at least 5 minutes.

Recommendation/Instructions

A "Firmware Over-the-Air" update that corrects this issue is currently being sent to all vehicles.

Dealers can refer to the latest version of PIC5687 for information on verifying the "Firmware Over-the-Air" status.

ADDITIONAL SI KEYWORDS:

PIC5504 PIC5504A PIC5504B PIC5504C PIC5504D PIC5687 PIC5687A PIC5687B

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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