



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Voice Recognition Inoperative / No Speech Heard Message

**Models:** 2013 Cadillac ATS, SRX, XTS  
Equipped with CUE Infotainment System

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

### Condition/Concern

Customer may comment that the Voice recognition is inoperative or "No Speech Heard" message.

### Recommendation/Instructions

Please perform the following:

1. Go into the Settings menu and select the Language setting.
2. Change the Language to a different Language and then back to the desired Language.
3. Re-evaluate for the concern. If voice recognition now works, no further diagnostics are required.

If concern is still present, please proceed with published SI diagnostics.

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
N9999	Electrical Controls - Labor Only	Use Published Labor Operation Time

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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