



Service Bulletin

PRELIMINARY INFORMATION

Subject: OnStar Voice Recognition Operation Issues

Models: 2000-2015 All GM Passenger Car and Light Duty Trucks With OnStar Gen6, Gen7, Gen8, Gen9, or Gen10

This PI was superseded to update model years. Please discard PIC3011G.

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

Condition/Concern

When using the On Star® voice recognition dialing, a customer may report that the OnStar system does not respond properly to some numbers and/or voice commands.

Recommendation/Instructions

Dealers should test the OnStar® voice recognition (VR) system with the customer in the vehicle to verify the condition. It is helpful for the technician to also operate the VR to confirm that the system does respond. If available, the dealer should also have the customer try the voice recognition in an identical vehicle. If the OnStar® system properly responds to any command for the user, the hardware is assumed to be good.

In rare instances a specific command or number may not respond properly for any user. Only in these rare occasions would hardware be suspect. The customer should be directed to the operational characteristics in the OnStar® Users Guide. They may also be directed to contact OnStar® Customer Assistance, who can provide additional guidance with system operation and voice recognition tips. Dealers may refer to OnStar Description and Operation in service information (GSI) and go to the section labeled "General Tips for Better Speech Recognition". This information is available in GSI for most vehicles and can be useful when working through the concern with some customers.

Warranty Information

The correction for this concern may be one of several repairs described above. For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the actual cause and repair.

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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