



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Voice Recognition Errors When Using iPhone With One Or More Emojis/Emoticons/Symbols In Contacts List

**Models:** 2014 and Prior GM Passenger Cars and Trucks

### Condition/Concern

Some customers may comment of various concerns when using Bluetooth voice recognition with an iPhone.

### Recommendation/Instructions

Ask the customer if their iPhone Contacts contain any Emojis. If so, ask the customer to remove the Emoji(s) from their phone and try the Voice Recognition system again. The Emoji icon may or may not be with the specific contact the customer is attempting to call. If this does not correct the customer's concern, please refer to the appropriate diagnostic procedure in SI. Also refer to [www.gmtotalconnect.com](http://www.gmtotalconnect.com) for phone compatibility.

### Warranty Information

If the root cause pertains to an Emoji(s), it should not be considered a warrantable repair and a related warranty claim should not be filed.

---

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION