



Service Bulletin

PRELIMINARY INFORMATION

Subject: Voice Recognition Inoperative / No Speech Heard Message

Models: 2014-2015 Buick LaCrosse, Regal
 2013-2015 Cadillac ATS, SRX, XTS
 2014-2015 Cadillac CTS Sedan VIN A
 2014 Chevrolet Silverado 1500
 2014-2015 Chevrolet Corvette, Impala VIN 1
 2014 GMC Sierra 1500
 2015 Cadillac Escalade models
 2015 Chevrolet Silverado, Suburban, Tahoe
 2015 GMC Sierra, Yukon models

This PI was superseded to update Model Years. Please discard PIC5891A.

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. Toggle the Language setting through all available options 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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