



Service Bulletin

PRELIMINARY INFORMATION

Subject: Navigation Voice Prompts Choppy Distorted or Garbled

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 Colorado, Silverado, Suburban, Tahoe
 2015 GMC Canyon, Sierra, Yukon models
 Equipped with Navigation Radio

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

Condition/Concern

Some customers may comment that the navigation voice feedback is choppy, distorted, or garbled.

Recommendation/Instructions

If this concern is encountered, press Settings, Voice, Audio Feedback Speed, and verify speed is set to Medium (default) or Slow. When set to Fast, the voice guidance may sound choppy, distorted, or garbled.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
3480118*	Change The Voice Prompt Speed Setting	0.2 hr

* This is an unique labor operation for bulletin use only. This will not be published in the Labor Time Guide.

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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