



Service Bulletin

PRELIMINARY INFORMATION

Subject: Navigation Radio Voice Recognition Commands Currently Not Listed In Owners Manual

Models: 2013 Buick Encore
Equipped with Navigation Radio (RPO UHQ)

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

Condition/Concern

Customers may comment that the Owner's Manual does not list the voice recognition commands for Navigation functions.

Recommendation/Instructions

Following is a list of navigation radio commands for voice recognition (also found in SI under Doc ID 2778946)

Navigation Commands

To activate the navigation voice recognition:

1. Press phone/hands free voice button on the steering wheel. The audio system mutes. A voice prompt says, "Please say a command." Wait until the tone is heard before speaking.
 - 1.1. If there is no tone, make sure the volume is turned up.
 - 1.2. While voice recognition is active, the system displays a symbol in the top right of the screen.
2. Clearly speak the command "Navigation."
3. Clearly speak one of the following commands (NOTE: The following commands only apply once the Navigation command is given.)

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Address or Destination:

Allows an address to be stated as a one shot method. The system will recognize the address if stated all at once or say a city center. An example is to say, "200 Renaissance Street, Detroit, Michigan" or "Detroit, Michigan."

Directed Address:

Allows an address to be stated one step at a time. The format will be State, City, Street, then House Number.

Intersection:

Allows an Intersection to be stated as the destination. The format will be State, City, Street, then Junction.

Home:

Instructs the system to start guidance to address saved as My Home.

Contact:

When a phone is paired to the system, which contains Address Information stored for contacts, the address associated with that contact can become a route. If the system cannot resolve the address, an error displays.

Points of Interest or POI:

Allows a Point of Interest to be stated as a destination. Become familiar with the POI categories and sub-categories in the system by pressing Destination from the Home Page or DEST from the faceplate, then selecting Point of Interest. POI commands for Along Route and Around Destination will be available if route guidance is active.

Add Waypoint:

Allows addition of individual waypoints or the destination. The system will ask for the choice of entry method to continue. An example is to say, "POI Along Route" or "Intersection."

Delete Waypoint:

When guidance is active, this command allows the deletion of individual waypoints or the destination. If guidance is not active the system will indicate the destination list is empty.

Where Am I?, My Location, or Current Position:

Instructs the system to give the current position of the vehicle.

Help:

The system plays back more specific help commands associated with Navigation or a Navigation sub-feature.

Change Country:

Changes the country origin to input a destination from that region. The system will accept United States, Canada, or Mexico.

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Entering a Destination in Other Countries

For the voice recognition to respond to a local address the corresponding country needs to be set in the navigation system.

The country can also be set using voice commands. However, the country will change back to the default country when the vehicle is keyed off.

1. Press phone/hands free voice button on the steering wheel.
2. Say "Navigation."
3. Say "Change Country."
4. Say the country name. For example, say "Canada."

Helpful Hints for Speaking Commands

The system is able to recognize commands in different languages, such as English, Canadian French, and Spanish. The system only recognizes commands based on the language selected.

When using navigation command, please take the time to familiarize yourself with the address. Long delays when giving the address can result in the system not recognizing the address or routing to different location than intended.

When providing the house number portion of the address, the system recognizes both digit format and numerical text. An example would be "3-0-0-1" or "Thirty Thousand One".

If the system provides destination in another country on several attempts, issue the Change Country command and restate the country of interest. The country default is the United States. To enter a destination in Canada or Mexico, you must first change the country.

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details.

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.

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