



# Service Bulletin

## INFORMATION

**Subject:** Language Change for OnStar® System (U.S. and Canada Only)

**Models:** 2015 and Prior GM Passenger Cars and Light Duty Trucks  
Equipped with OnStar® (RPO UE1)  
Built After and Including VIN Breakpoints Listed Below (2006 MY Only)

**Attention:** This bulletin only applies to vehicles equipped with OnStar® Generation 6.1 or later with a Station Identification (STID) Number in the following range: 16,000,000-17,000,000 or 20,000,000-21,999,999 or 23,500,001-26,000,000

*This Bulletin has been revised to add the 2014-2015 Model Years. Please discard Corporate Bulletin Number 05-08-46-009C.*

### Built After and Including the Following VIN Breakpoints:

Make	Model	VIN Breakpoint
Buick	LaCrosse / Allure	61170802
	Rainier	62183996
	Rendezvous	6S564233
	Terraza	6D151347
	Lucerne	From SOP 2006
	Enclave	From SOP 2008
Cadillac	CTS	60140179
	Escalade	6R159937
	Escalade ESV	6G141826
	Escalade EXT	6G143120
	SRX	60143844
	DTS, STS, XLR	From SOP 2006

<b>Chevrolet</b>	Avalanche	6G143041
	Colorado	68200749
	Silverado (Built in Flint)	6F155636
	Silverado (Built in Ft. Wayne)	6Z182035
	Silverado (Built in Oshawa)	61201507
	Silverado (Built in Pontiac)	6F153429
	Silverado (Built in Silao)	6G147430
	Suburban (Built in Silao)	6G143181
	Suburban (Built in Janesville)	6J153392
	Tahoe (Built in Arlington)	6R159936
	Tahoe (Built in Janesville)	6J153520
	TrailBlazer	62183983
	TrailBlazer EXT	66127994
	Uplander	6D151072
	Cobalt, Corvette, Equinox, HHR, Impala, Malibu, Malibu Maxx, Monte Carlo	From SOP 2006
<b>GMC</b>	Canyon	68201021
	Envoy	62183982
	Envoy XL	66127728
	Sierra (Built in Flint)	6F155778
	Sierra (Built in Ft. Wayne)	6Z182038
	Sierra (Built in Oshawa)	61201505
	Sierra (Built in Pontiac)	6E153461
	Sierra (Built in Silao)	6G147413
	Yukon (Built in Arlington)	6R159935
	Yukon (Built in Janesville)	6J153509
	Yukon XL (Built in Janesville)	6J152906

	Yukon XL (Built in Silao)	6G143025
	Acadia	From SPO 2007
<b>Pontiac</b>	Grand Prix	61170813
	Montana SV6	6D151170
	Vibe	6Z424768
	G5, Pursuit, G6, Solstice, Torrent	From SOP 2006
<b>HUMMER</b>	H2	6H108876
	H2 SUT	6H108975
	H3	68178961
<b>Saturn</b>	ION	6Z151985
	RELAY	6D151080
	VUE	6S832730
	Aura, Sky, OUTLOOK	From SPO 2007
Saab	9-7X	62800175

The Generation (Gen)◆6.1 OnStar® system found in these vehicles has the capability to change the default English voice recognition to French or Spanish. Changing the language of the OnStar® system will change the following features to the language you select:

- Voice recognition command prompts will be played in the language selected.
- The voice recognition system will only recognize commands given in the selected language.

Once completed, this process completely changes all voice recognition and voice commands of the OnStar® system. The process will need to be repeated in its entirety to change to a different language, including English.

The Gen◆6.1 version of OnStar® does not require the use of the Service Programming System (SPS) to change the voice recognition system. However, there are three ways to change the language.

#### Method 1

This is the preferred method to change language preference for vehicles that have been sold.

When the vehicle is delivered, the OnStar® system can automatically be enrolled by the sales department by going to the online enrollment site now located in GM Dealerworld (GM GlobalConnect in Canada). Choose the desired language by selecting English, Spanish, or French on Question◆4. English is the default selection. Using this process will automatically configure the vehicle to the preferred language and ensure that any calls to the OnStar® call center are routed to an advisor that speaks this chosen language.

Please note that the vehicle should be changed over to the selected language within 24◆hours of completing the online enrollment process. In some areas, the process will take up to 5◆days.

**Important:** This method cannot be used to change the language of the OnStar® system for unsold vehicles on your lot. Use this method only for vehicles that have been sold to customers.

**Important:** Any nametags previously stored will be deleted if the preferred language is changed using this method.

#### Method 2

Press the blue OnStar® button and ask the advisor to change the resident language of the OnStar® system to the preferred language of the customer. Also ask that all future calls be routed to the OnStar® department that speaks this preferred language.

**Important:** This method cannot be used to change the language of the OnStar® system for unsold vehicles on your lot. Use this method only for vehicles that have been sold to customers.

**Important:** Any nametags previously stored will be deleted if the preferred language is changed using this method.

### Method 3

This method is the only way to change the language of the OnStar® system of unsold vehicles on your dealership lot.

**Important:** The OnStar® system will only accept or respond to commands in its present language. When a change has been confirmed (step 4), it will then accept or respond only to commands in its new language setting.

1. Press and hold the white “Phone” button on the three button assembly until the system responds with the following:  
“Continuing with this operation will change the settings of your OnStar® system. Press the button again to exit. Do you want to change your language? Please say “Yes” or “No”.
2. The user should at this time say “Yes,” then listen to and understand the following:  
“When you change your language, the system will delete all of your nametags and it will only recognize that language. Press the button again if you want to exit. Please say “zero” for English, “one” for French or “two” for Spanish.”
3. At this time, the user should speak the number of the language desired.
4. As verification that the language has been changed, the system will respond with the following:  
“Your language has been changed. Thank you. Goodbye” if English was chosen.  
“La langue a été modifiée. Merci. Au revoir” if French was chosen.  
“Su lenguaje ha sido cambiado. Gracias. Adios” if Spanish was chosen.

Please note that this method does not change the routing of calls to a French or Spanish speaking advisor. Refer to Method♦1 for instructions on how to change the language setting for vehicles that have been sold.

**Important:** This method of changing the language should only be viewed as a temporary change to the vehicles on your dealership lot. Refer to Method♦1 for instructions on how to change to language setting for vehicles that have been sold.

**Important:** There are other menu options that are resident in the OnStar® system following the language change option. These other options are not enabled and should not be entered into by the dealership personnel.

**Important:** This method of changing the language preferences is only to be utilized by dealership personnel. Please do not share this information with customers.

If you receive a vehicle that has been sold to a customer, and the language is already set to French or Spanish, and the customer would like the language to be re-set back to English, press the blue OnStar® button and ask the advisor to re-set the language to English.

If you receive a vehicle that is not sold, but is programmed for Spanish, and you wish to change it back to English, please follow these instructions:

1. Press and hold the white “Phone” button on the three button assembly until the system responds with the following:  
“Continuar con esta operación cambiará las configuraciones de su sistema OnStar®. Presione el botón otra vez para salir. ¿Quiere cambiar su lenguaje? Por favor diga 'Sí' o 'No'.”
2. Say “Sí”. The system will respond with the following:  
“Cuando usted cambie el lenguaje, el sistema borrará todos los nombres en el directorio. Y además solamente reconocerá el nuevo lenguaje. Presione el botón otra vez si desea salirse. Por favor diga “cero” para inglés, diga “uno” para francés o “dos” para español.”
3. Say “cero”. The system will respond with the following:  
“Su lenguaje ha sido fijado al inglés. Por favor diga 'Sí' o 'No'.”
4. Say “Sí”. The system will respond with the following:  
“Your language has been changed.”

If you receive a vehicle that is not sold, but is programmed for French, and you wish to change it back to English, please use the following instructions:

1. Press and hold the white “Phone” button on the three button assembly until the system responds with the following:  
“En continuant d'effectuer cette fonction, les paramètres de votre système OnStar® seront modifiés. Appuyez de nouveau sur le bouton pour annuler la fonction. Souhaitez-vous changer la langue? Dites 'oui' ou 'non'.”
2. Say “oui”. The system will respond with the following:  
“En modifiant la langue, le système supprime tous les noms enregistrés et ne reconnaitra que cette langue. Appuyez de nouveau sur le bouton pour annuler la fonction. Veuillez dire 'zéro' pour l'anglais (zero for English), 'un' pour le français ou 'deux' pour l'espagnol.”
3. Say “zéro”. The system will respond with the following:  
“Vous avez choisi le zéro. La langue a été changée pour l'anglais. Dites 'oui' ou 'non'.”
4. Say “oui”. The system will respond with the following:  
“Your language has been changed. Thank you. Goodbye.”

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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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