



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip-Voice Recognition Inaccurate When Accessing A Paired Phones Contact List

Models: 2014-2015 Buick Encore, Verano
2014-2015 Chevrolet Camaro, Cruze, Equinox, Malibu, Orlando (Canada Only), Volt
2014-2015 GMC Terrain
2014 Chevrolet SS, Caprice PPV
Equipped with RPO UFU w/UP9 or UHQ

Condition/Concern

A customer may comment that the voice recognition is inaccurate when trying to access contacts stored in the paired phone's contact list.

Recommendation/Instructions

When using the systems voice recognition to access a paired phones contact list, the following list of helpful hints may assist with a more desired system operation

- Do not speak slowly. Commands must be spoken in a normal speech cadence with no pauses.
- The system does not recognize tags such as "mobile", "Home", or "work" if they are in the name of the contact. The system will recognize this as a three word contact and will omit the "middle name".
- The phonebook size will affect the time it takes for the system to index the contact list and for them to become available due to a longer search time.
- Background noise such as a climate control fan positioned on high, open windows, and very loud outside noises, even if the windows are closed, can cause voice commands to be misunderstood.
- Voice tags that can be used are: "Call John at Home", "Call John at Work", "Call John on Mobile", "Call John on Other", "Call John on Cell". Any other tag for a contact will be ignored.
- Dial or Call (phone number or contact) : Instructs the system to start a phone call. For example, say "Dial 1 248 123 4567." To call a phone book contact, say "Dial" or "Call," say the name and location, and then say "Dial." For example, say "Call John at Home" or "Call John at Work." If a voice tag is not recognized, the first number for that contact list will be called.

For further assistance when using Voice recognition, please see the Voice Recognition section in the Infotainment Owner's Manual.

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