



Service Bulletin

PRELIMINARY INFORMATION

Subject: Poor Navigation Radio Voice Recognition Performance

Models: 2008 Cadillac DTS
with RPO UE1 & U3R

This PI was superseded to update Administrative Details. Please discard PIC4745D.

Condition/Concern

Some customers with Navigation Radio (U3R) on a 2008 Cadillac DTS may report poor or no operation of the navigation radio voice or speech recognition system when using the "push to talk" button on the steering wheel controls. The system may fail to detect the command or will confuse the command, thus responding as something other than what was requested by the user. The customer may also report that the OnStar voice recognition works properly when using the hands-free calling (White Phone Icon) button on the Inside Rear View Mirror Assembly. This will indicate that the concern is isolated to an internal audio pass-thru function within the OnStar module and not the fault of the navigation radio, microphone or its inputs.

Recommendation/Instructions

If SI diagnosis does not isolate the cause of this concern, test circuits 7043 (gray/black microphone audio output signal +), 7044 (pink/black microphone audio output signal -) and 813 (bare shield) between the radio and VCIM for opens, shorts, high resistance before any further repairs are done. Be sure to confirm terminal tension and crimp with appropriate terminal test tools.

If no issues are found on the specified audio circuits, it has been found that significant voice or speech recognition improvements for the Navigation Radio can be achieved by installing a 220 ohm resistor in series of the audio output signal circuit (#5149 (pink) from the OnStar module (VCIM) to the Navigation Radio System.

A pre-assembled pigtail, along with detailed instruction can be obtained by contacting GM Technical Assistance who will ship one as needed to those dealers that have a customer condition/concern as outlined above and for the vehicle/RPO application(s).

Note: Any addresses or Points of Interest (POI) stored prior to the modifications to the audio output circuit MUST be deleted and re-stored to insure improved overall performance.

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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