



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip-Voice Recognition For Navigation Entry Inaccurate at times

Models: 2013-2016 Buick Encore, Regal, Verano
2016 Buick Cascada
2013-2015 Buick Lacrosse
2013-2016 Chevrolet Camaro, Caprice, Cruze, Equinox, Malibu, Orlando
2013-2015 Chevrolet Volt
2014-2016 Chevrolet SS
2013-2016 GMC Terrain
Equipped with Radio RPO UHQ

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

Condition/Concern

A customer may comment that when trying to enter an address using voice recognition that the system does not always give the expected result.

Recommendation/Instructions

To activate the navigation voice recognition:

1. Press the push to talk 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.
If there is no tone, make sure the volume is turned up.
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 commands below.

The following commands only apply once the Navigation command is given.

"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 Main Street, Detroit, Michigan or Detroit, Michigan". When using this message, the address needs to be stated as one continuous sentence. If there are any pauses, or the address is spoken too slowly, the system will not be able to interpret the information correctly.

"Directed Address"

Allows an address to be stated one step at a time. The format will be State/Province, City, Street, and then House Number. If the system is having a hard time understanding the requested address and the address is loaded into the system (can be entered manually), then using the Directed address option may be a better choice for entering that address.

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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