



Service Bulletin

PRELIMINARY INFORMATION

Subject: Voice Command For Calling Bluetooth Phone Contacts Inoperative

Attention:

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	LaCrosse, Regal	2016	2017	All	All	All	All
Cadillac	ATS models, CT6, CTS models, Escalade models, SRX, XTS, XT5	2016	2017	All	All	All	All
Chevrolet	Camaro, Colorado, Corvette, Cruze, Impala, Malibu, Silverado, Suburban, Tahoe, Volt	2016	2017	All	All	All	All
GMC	Acadia, Canyon, Sierra, Yukon models	2016	2017	All	All	All	All

Involved Region or Country	North America
Additional RPO/s:	I05 and IO6
Condition	Voice recognition inoperative for Calling Bluetooth Phone Contacts
Cause	Software anomaly

Correction

A temporary repair can be performed by following the service procedure below. Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a permanent solution for this concern. Once a permanent solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Service Procedure

Select Settings from the radio home screen- Return to Factory Settings - Clear All Private Data. Pair any previously paired Bluetooth devices and reevaluate for concern.

Warranty Information

Labor Operation	Description	Labor Time
3480398*	Clear All Private Data and Pair Any Previously Paired Devices.	0.2 hr.
	* This is a unique labor operation for bulletin use only.	

Version	3
Modified	10/11/2016 to add 2017 XT5
	11/30/2016 added Chevrolet Volt

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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