



# Service Bulletin

## INFORMATION

**Subject:** Poor Radio Hands-free Voice Recognition Performance or Sound Quality After OnStar Upgrade

- Models:**
- 2008-2015 Buick Enclave
  - 2012 Buick Verano
  - 2006-2011 Cadillac DTS
  - 2007-2009 Cadillac SRX
  - 2007-2013 Cadillac Escalade
  - 2008-2015 Cadillac CTS
  - 2007-2013 Chevrolet Avalanche, Silverado, Suburban, Tahoe
  - 2007-2013 GMC Denali, Sierra, Yukon
  - 2007-2015 GMC Acadia
  - 2007-2010 Saturn OUTLOOK

*This PI has been revised to add RPO UP9 to the Buick Verano in the repair information table. Please discard PI1533A.*

### Condition/Concern

After the GM of Canada OnStar Cellular Communication Upgrade (Bulletin 15-08-44-001 or later), some vehicles with radio hands-free voice recognition are at risk of experiencing performance and sound quality issues such as:

- Vehicle not understanding or executing voice controlled features (Play, Call, Pair/Connect, Tune etc.).
- Poor sound or background noise during phone calls.
- Bluetooth voice pass-through feature will not recognize voice commands.

### Recommendation/Instructions

Follow the repair table for instructions. This repair should be performed during the course of the OnStar Cellular Communication Upgrade, if possible.

***The Table Below Provides Repair Information for Make/Model/Year and Radio RPO***

Make	Model/Year (MY)	Radio RPO	Repair 1	Repair 2
Buick	Enclave (2008-2015)	U3R, U3U, U4H, UG4, UGU, UGY, UGX, UI7, UI8, UUM, UZR,	<b>X (2007–2010 only)</b>	<b>X</b>
Buick	Lucerne (2008)	U3U	<b>X</b>	
Buick	Verano (2012)	UEW, UP9	<b>X</b>	

Cadillac	CTS (2008-2015)	PCK, U2X, UAV, UY2	<b>X (Exc. 2011-13)</b>	<b>X</b>
Cadillac	DTS (2006-2011)	U3R	<b>X</b>	<b>X</b>
Cadillac	Escalade (2007-2013)	GMQ, U3R, U3U, UUM, UVB	<b>X</b>	<b>X</b>
Cadillac	SRX (2007-2009)	U2V	<b>X</b>	<b>X</b>
Chevrolet	Avalanche (2007- 2013)	U3R, U3U, UUL, UUK, UUM, UVB, UYS	<b>X</b>	<b>X</b>
Chevrolet	Silverado (2007-2013)	U3R, U3U, UUL, UUK, UUM, UVB, UYS	<b>X</b>	<b>X</b>
Chevrolet	Suburban (2007-2013)	U3R, U3U, UUL, UUK, UUM, UVB, UYS	<b>X</b>	<b>X</b>
Chevrolet	Tahoe (2007-2013)	U3R, U3U, UUL, UUK, UUM, UVB, UYS	<b>X</b>	<b>X</b>
Chevrolet	Traverse (2009-2015)	PCJ, PDB, U3R, U3U, U4H, UG4, UGU, UGX, UGY, UI7, UI8, UUM, UZR	<b>X (2007- 2010 only)</b>	<b>X</b>
GMC	Acadia (2007-2015)	U3R, U3U, U4H, UG4, UGU, UGX, UGY, UI7, UI8, UUM, UZR	<b>X (2007- 2010 only)</b>	<b>X</b>
GMC	Denali (2007-2013)	UYS, UGX	<b>X</b>	<b>X</b>
GMC	Sierra (2007-2013)	U3R, U3U, UUL, UUK, UUM, UYS, UVB	<b>X</b>	<b>X</b>
GMC	Yukon (2007-2013)	U3R, U3U, UUL, UUK, UUM, UYS, UVB	<b>X</b>	<b>X</b>
Saturn	Outlook (2007-2010)	U3R, U3U, UZR, UGU, UG4	<b>X</b>	<b>X</b>

## Repair 1 - OnStar Module, Relocate the Microphone and Ground Circuits from X3 to X2 Connector

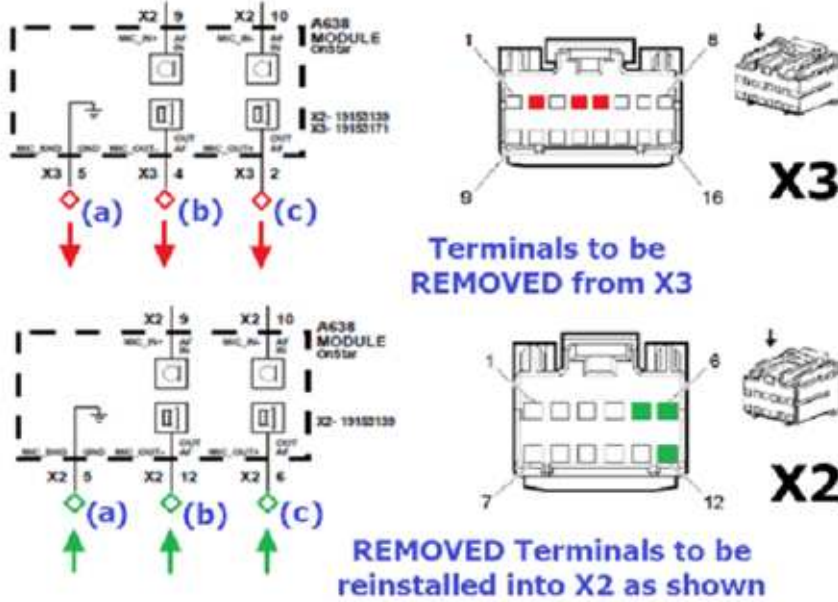
**Note:** Repair 1 is not needed if the VCIM part number is 84021666 or 84021667.

**Note:** See "Terminal Removal Tips for Bulletin 15 NA-008" video posted to LMS under: LMS/ Resources / Video on Demand / GM Pro Centre of Learning / Service / Service Technical

Access the OnStar® module, refer to Service Information (SI) for the appropriate procedure.

- a: Move terminal 5 on X3 to terminal 5 on X2.
- b: Move terminal 4 on X3 to terminal 12 on X2.
- c: Move terminal 2 on X3 to terminal 6 on X2.

- (a) Move terminal 5 on X3 to terminal 5 on X2
- (b) Move terminal 4 on X3 to terminal 12 on X2
- (c) Move terminal 2 on X3 to terminal 6 on X2



## Repair 2 - OnStar Module, Pin 12 on X2 Connector Ground Instructions

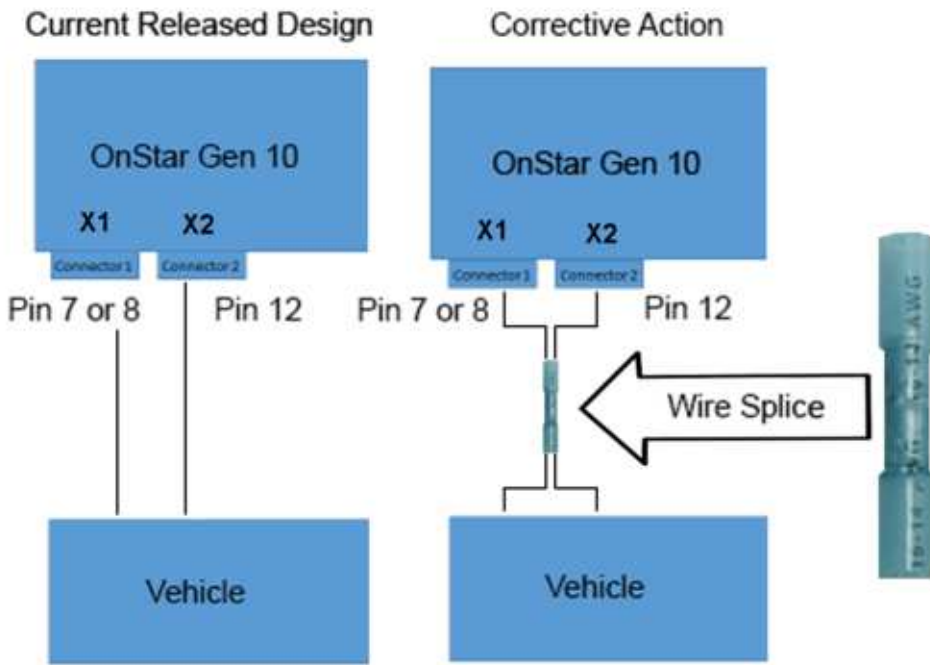
Access the OnStar® module, refer to Service Information (SI) for the appropriate procedure.

Ground pin 12 of X2 connector by splicing Pin 12 to X1 Pin 7 or 8.

Install a blue Duraseal splice connector to the wires, (P/N 19168447, from the J-38125 Terminal Repair Kit).

Refer to **Splicing Copper Wire Using Splice Sleeves** in SI for installation procedures.

**Note:** To determine whether splicing will take place at Pin 7 or 8 of (X1) connector 1, the technician will need to visually check existing terminal location. (Location varies based on harness build).



## Warranty Information

For repairs performed during the OnStar Cellular Communication Upgrade (Bulletin 15-08-44-001), use:

Labor Operation - Repair 1	Description	Labor Time
0602058	Back Out and Reconnect Wire Terminal	0.4 hr
Add	Each Additional Wire	0.1 hr

Labor Operation - Repair 2	Description	Labor Time
0602058	Cut and Splice Wires Together	0.4 hr

**Note:** For vehicles previously upgraded that subsequently return for this repair, use Base Published Labor Operation Time for Labor Code 3422790.

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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