



Service Bulletin

PRELIMINARY INFORMATION

Subject: Voice Command For Calling Bluetooth Phone Contacts Inoperative

| 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 | |

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|-----------------|---|
| Version | 4 |
| Modified | 10/11/2016 to Add 2017 XT5 |
| | 11/30/2016 Added Chevrolet Volt |
| | 1/6/2017 Updated Administrative Details |

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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