



Service Bulletin

INFORMATION

Subject: Information on Using Voice Pass-Thru to Access Voice Recognition Commands on Cell Phone

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Camaro Cruze Malibu Silverado Spark	2016	2017			All	All
Chevrolet	BOLT EV Colorado Sonic Trax	2017	2017			All	All
GMC	Sierra	2016	2017			All	All
GMC	Acadia (VIN N)	2017	2017			All	All

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with Radio RPO IOA or IOB
Condition	Some customers may ask why their radio does not respond to voice recognition commands. Some customers may also advise that the push to talk button on the steering wheel only redials the last number called if the telephone is bluetooth connected to the vehicle.
Cause	If the vehicle is equipped with RPO IOA or IOB, the radio is not equipped with embedded/native voice recognition.
Correction	As outlined in the owner's manual, voice pass-thru must be used to access voice recognition commands on a connected, compatible cell phone. As a result, a phone with applications such as Android Auto (compatible Android Phones), Apple CarPlay (compatible Apple Phones), Siri, or Voice Command must be connected to the vehicle in order to access voice recognition commands. Please refer to Chevrolet/GMC Owner Center for more information. Also review your cell phone manufacturer's user guide to determine if it supports the use of these phone applications.

Parts Information

No parts are needed for this concern.

Warranty Information

Please communicate to the customer this condition is a normal characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this bulletin.

Version	1
Modified	

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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