



Preliminary Information

PIC6185A Diagnostic Tip-Voice Recognition For Navigation Entry Inaccurate at times

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Encore	2013 - 2016	All	All	All	All
Buick	Verano	2013 - 2017	All	All	All	All
Buick	Cascada	2016 - 2018	All	All	All	All
Buick	Regal	2012 - 2013	All	All	All	All
Buick	Lacrosse	2012 - 2013	All	All	All	All
Chevrolet	Camaro	2013 - 2015	All	All	All	All
Chevrolet	Cruze	2013 - 2016	All	All	All	All
Chevrolet	Equinox	2012 - 2017	All	All	All	All
Chevrolet	Malibu	2013 - 2016	All	All	All	All
Chevrolet	Malibu Limited	2016	All	All	All	All
Chevrolet	Orlando	2014 - 2018	All	All	All	All
Chevrolet	SS	2014 - 2017	All	All	All	All
Chevrolet	Volt	2012 - 2015	All	All	All	All
GMC	Terrain	2013 - 2017	All	All	All	All

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

Equipped with rpo's UFW, UHQ, UHK, UHR, UP9, or UHJ

Supersession Statement

This PI was superseded to update model years. Please discard PIC6185

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.

Recommendations / 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, 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.

