



# Preliminary Information

## PIC5891E Voice Recognition Inoperative / No Speech Heard Message

### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Encore	2016 - 2017	All	All	All	All
Buick	Envision	2016 - 2017	All	All	All	All
Buick	LaCrosse	2014 - 2017	All	All	All	All
Buick	Regal	2014 - 2017	All	All	All	All
Cadillac	ATS	2013 - 2017	All	All	All	All
Cadillac	CT6	2016 - 2017	All	All	All	All
Cadillac	CTS	2014 - 2017	All	All	All	All
Cadillac	ELR	2014 - 2016	All	All	All	All
Cadillac	Escalade	2015 - 2017	All	All	All	All
Cadillac	SRX	2013 - 2016	All	All	All	All
Cadillac	XTS	2013 - 2017	All	All	All	All
Cadillac	XT5	2017	All	All	All	All
Chevrolet	Camaro	2016 - 2017	All	All	All	All
Chevrolet	Colorado	2015 - 2017	All	All	All	All
Chevrolet	Corvette	2014 - 2017	All	All	All	All
Chevrolet	Impala	2014 - 2017	All	All	All	All
Chevrolet	Malibu	2014 - 2017	All	All	All	All
Chevrolet	Silverado	2014 - 2017	All	All	All	All
Chevrolet	Suburban	2014 - 2017	All	All	All	All
Chevrolet	Tahoe	2014 - 2017	All	All	All	All
Chevrolet	Volt	2016 - 2017	All	All	All	All
GMC	Acadia	2017	All	All	All	All
GMC	Canyon	2015 - 2017	All	All	All	All
GMC	Sierra	2014 - 2017	All	All	All	All
GMC	Yukon	2014 - 2017	All	All	All	All

### Supersession Statement

This PI was superseded to update Models and Model years. Please discard PIC5891D.

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

### Condition / Concern

Vehicles listed above with RPO IO4, IO5, IO6, or RAO only. Customer may comment that the Voice recognition is inoperative or "No Speech Heard" message.

### Recommendations / Instructions

Please perform the following:

- 1) Go into the Settings menu and select the Language setting.
- 2) Toggle the Language setting through all available options then back to the desired language.
- 3) Re-evaluate for the concern. If voice recognition now works, no further diagnostics are required.

If concern is still present, please proceed with published SI diagnostics.

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time

3480108\*

Change The Language Settings In The Driver Information Center (DIC)

0.2 hr.

\* This is a unique labor operation for bulletin use only. This will not be published in the Labor Time Guide.

**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.**



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