



Preliminary Information

PIC5953D Diagnostic Tip: Voice Recognition Errors When Using iPhone With One Or More Emojis/Emoticons/Symbols In Contacts List

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
All	All	2010 - 2019	All	All	All	All

Supersession Statement

This PI was superseded to update model years and phone compatibility website. Please discard PIC5953C.

Condition / Concern

This PI only pertains to vehicles with Bluetooth Technology

Some customers may comment of various concerns when using Bluetooth voice recognition with an iPhone.

Use of Emoji icons within the customer's iPhone Contacts list may cause Voice Recognition to not work properly. The Emoji icon may or may not be with the specific contact the customer is attempting to call.

Recommendations / Instructions

Ask the customer if their iPhone Contacts contain any Emojis. If so, ask the customer to remove the Emoji(s) from their phone and try the Voice Recognition system again. The Emoji icon may or may not be with the specific contact the customer is attempting to call. If this does not correct the customer's concern, please refer to the appropriate diagnostic procedure in SI. Also refer to my.Cadillac.com, my.GMC.com, my.Chevrolet.com, or my.Buick.com for phone compatibility.



GENERAL MOTORS