



Service Bulletin

Bulletin No.: 17-NA-045

Date: July, 2019

INFORMATION

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

Attention: *The operation described in this bulletin is normal across all BYOM2 (RPO IOA and IOB) radios. This bulletin will NOT be updated with additional programs and Model Years. Statements have been added to the Radio/Audio System Description and Operation (IOA and/or IOB) in Service Information (SI) to address this normal operation.*

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

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 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	2
Modified	Released February 17, 2017 June 28, 2019 – Added an Attention statement.

