



# Preliminary Information

## PIT5924 Unwanted Voice Recognition Activation

Proactive

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
GMC	Acadia	2021 - 2022	All	All	All	All

<b>Involved Region or Country</b>	<b>United States, Canada, Mexico, Middle East</b>
<b>Additional Options (RPO)</b>	IOU UHS
<b>Condition</b>	<b>Some customers may comment that while driving voice recognition will activate unwanted with a "what would you like?" message.</b>
<b>Cause</b>	<b>The cause of this condition is unknown, but the engineering team is aware of the issue and is working on a fix. Do not replace the radio.</b>

**Correction:**

**Please do not replace any parts for this issue. Once a permanent fix is available, this PI will be replaced by a Service Bulletin with repair information.**

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3487578	Verify Unwanted Voice Recognition	.2 Hr.
<b>*This is a unique Labor Operation for Bulletin use only.</b>		

Customer Information

**Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.**

Version History

Version	<b>1</b>
Modified	06/17/2022 - Created on.



GENERAL MOTORS

© 2022 General Motors. All Rights Reserved.