



# Service Bulletin

File in Section: -

Bulletin No.: PIT5320

Date: September, 2014

## PRELIMINARY INFORMATION

**Subject:** Navigation Voice Prompts Choppy Distorted or Garbled

**Models:** 2014-2015 Buick LaCrosse, Regal  
2013-2015 Cadillac ATS, SRX, XTS  
2014-2015 Cadillac CTS Sedan VIN A  
2014 Chevrolet Silverado 1500  
2014-2015 Chevrolet Corvette, Impala VIN 1  
2014 GMC Sierra 1500  
2015 Cadillac Escalade models  
2015 Chevrolet Colorado, Silverado, Suburban, Tahoe  
2015 GMC Canyon, Sierra, Yukon models  
Equipped with Navigation Radio

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

### Condition/Concern

Some customers may comment that the navigation voice feedback is choppy, distorted, or garbled.

### Recommendation/Instructions

If this concern is encountered, press Settings, Voice, Audio Feedback Speed, and verify speed is set to Medium (default) or Slow. When set to Fast, the voice guidance may sound choppy, distorted, or garbled.

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
3480118*	Change The Voice Prompt Speed Setting	0.2 hr
* This is an 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 This will not be published in the Labor Time Guide.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.