



# Service Bulletin

File in Section: 08 - Body and Accessories

Bulletin No.: 10-08-46-001B

Date: July, 2014

## TECHNICAL

**Subject:** Radio Does Not Mute Enough When OnStar® Turn-by Turn Navigation Directions Are Announced (Increase Volume Setting or Request Soft Mute Feature Change Through OnStar® Customer Service)

**Models:** 2009-2015 GM Passenger Cars and Trucks (Excluding Buick Enclave, Chevrolet Traverse, GMC Acadia Equipped with RPOs UG4, UGX, UGU or UGY)  
All Equipped with OnStar® (RPO UE1)

This bulletin has been revised to add the 2015 model year and exclude models/RPOs.  
Please discard Corporate Bulletin Number 10-08-46-001A.

### Condition

Some customers may comment that when the radio is on, it does not mute enough when the OnStar® Turn-by-Turn Navigation directions are announced.

### Cause

This condition may be caused by the customer improperly setting the radio volume high enough when the Turn-by-Turn Navigation messages are played. OnStar® initiates a "soft mute" feature when the radio is on during Turn-by-Turn Navigation direction announcements. During the announcement, the radio can still be heard at a very low volume. Previous model years initiated a "hard mute" during this function which completely muted the radio audio.

### Correction

Instruct the customer to increase the radio volume while getting the Turn-by-Turn Navigation direction announcements. You can control the message volume using the radio volume control, only when the Turn-by-Turn navigation messages are playing.

Example:

- The volume can be adjusted during the Turn by Turn directions and during any of the following Voice commands - Cancel Route, Route Preview, Repeat, Get My Destination.

Some customers that were accustomed to previous model vehicles with the "hard mute" feature may be dissatisfied with the function of the "soft mute" feature. For those customers, contact the OnStar® Customer Service Center by pushing the Blue OnStar® Button to speak to a trained Advisor and request a change be made to the vehicle from the "soft mute" setting to that of the hard or complete muting of audio playback during Turn by Turn directions. OnStar® will then create a case number. Advise the customer that the vehicle update should be completed Over the Air within 5 business days, after which an OnStar® Customer Care advisor will follow-up with the customer to verify the fix. If the customer does not hear back from OnStar® within a week, advise them to press the Blue OnStar® Button and ask for Customer Care to check status.

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3480048*	Contact OnStar® for Hard Mute Request	0.2 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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