



Service Bulletin

File in Section: -

Bulletin No.: PIC5891C

Date: September, 2014

PRELIMINARY INFORMATION

Subject: Voice Recognition Inoperative / No Speech Heard Message

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 Silverado, Suburban, Tahoe
2015 GMC Sierra, Yukon models

This PI was superseded to update Warranty Information. Please discard PIC5891B.

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

Condition/Concern

Customer may comment that the Voice recognition is inoperative or "No Speech Heard" message

Recommendation/Instructions

Please perform the following:

1. Go into the Settings menu and select the Language setting.
2. Toggle the Language setting through all available options then back to the desired language
3. Re-evaluate for the concern. If voice recognition now works, no further diagnostics are required.

If concern is still present, please proceed with published SI diagnostics

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
3480108*	Change The Language Settings In The Driver Information Center (DIC)	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 This will not be published in the Labor Time Guide.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.