

Document ID# 1589786

2004 Cadillac CTS

2000-2005 OnStar Vehicles - Voice Recognition Inoperative - kw communication fade opc operation performance poor symptoms #PIC3011A - (Jan 28, 2005)

2000-2005 OnStar Vehicles - Voice Recognition Inoperative

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

Condition/Concern:

When using voice recognition dialing, some numbers or commands may not be understood by the system especially the number two (2).

Recommendation/Instructions:

If the tech can get the OnStar system to properly respond to any command, the hardware is assumed good and the customer should be directed to the description and operational characteristics in published Service Information (SI) and the Owners Manual. They may also be directed to contact OnStar and be connected with the voice recognition group for assistance with system operation and tips.

Please follow this diagnosis 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.

Models:

(2001-05 Buick Century) and (2000-05 Buick LeSabre) and (2001-05 Buick Century and 2001-05 Buick Rendezvous and 2004-05 Buick Rainier and 2005 Buick LaCrosse and 2000-05 Buick Park Ave and 2000-05 Buick Regal and 2001-05 Cadillac Escalade (All) 2000-03 Cadillac Eldorado and 2003-05 Cadillac CTS and 2000-02 Cadillac Catera and 2000-05 Cadillac Deville and 2004-05 Cadillac SRX and 2000-05 Cadillac Seville & STS and 2004-05 Cadillac XLR and 2003-05 Chevrolet Express Van and 2002-05 Chevrolet Avalanche and 2003-05 Chevrolet Cavalier and 2000-05 Chevrolet Silverado and 2000-05 Chevrolet Suburban and 2000-05 Chevrolet Tahoe and 2000-05 Chevrolet TrailBlazer ALL and 2000-05 Chevrolet Venture and 2000-05 Chevrolet Yukon (& XL) and 2004-05 Chevrolet Colorado and 2003-05 Chevrolet Impala and 2001-05 Chevrolet Monte Carlo and 2005 Chevrolet Corvette and 2004-05 Chevrolet Malibu/Maxx and 2005 Chevrolet Cobalt and 2004-05 Chevrolet Equinox and 2000-05 GMC Envoy and 2000-05 GMC Envoy (All) and 2003-05 GMC Savana Van and 2000-05 GMC Sierra and 2004-05 GMC Canyon and 2001-05 GMC Yukon Denali and 2003-05 Hummer 2 & SUT and 2001-03 Oldsmobile Aurora and 2001-04 Oldsmobile Bravada and 2000-04 Oldsmobile Silhouette and 2000-05 Pontiac Montana and 2000-05 Pontiac Bonneville and 2003-05 Pontiac Sunfire and 2005 Pontiac G6 and 2001-05 Pontiac Aztec and 2001-05 Pontiac Grand Prix and 2004-05 Pontiac Vibe and 2002-05 Saturn Ion and 2002-05 Saturn Vue and 2002-04 Saturn LS)

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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