

**Document ID# 1836362**  
**2004 Cadillac CTS**

---



**Subject: OnStar Vehicles - Voice Recognition Inoperative - keywords analog cellular communication intermittent UE1 vs3bcu vs3bgen3 vsbgen4 vs3bgen5 vs3bgen6 #PIC3011C - (06/08/2006)**

**Models: 2000-2005 Buick Century, LeSabre, Park Avenue, Regal**  
**2005-2006 Buick Allure (Canada Only), LaCrosse, Terraza**  
**2006 Buick Lucerne**  
**2002-2006 Buick Rendezvous**  
**1999-2001 Cadillac Catera**  
**1999-2006 Cadillac DeVille, Escalade Models, Seville**  
**2003-2006 Cadillac CTS**  
**1999-2002 Cadillac Eldorado**  
**2004-2006 Cadillac SRX, XLR**  
**2005-2006 Cadillac STS**

**2002-2006 Chevrolet Avalanche, Cavalier, Corvette, Impala**

**2002-2006 Chevrolet Monte Carlo, Suburban, Tahoe, Trailblazer**

**2002-2005 Chevrolet Blazer,  
Venture**

**2005-2006 Chevrolet Cobalt, Equinox,  
Uplander**

**2004-2006 Chevrolet Colorado, Malibu/  
Maxx**

**2003-2006 Chevrolet  
SSR**

**2000-2006 GMC Savana, Sierra, Yukon  
Models**

**2005-2006 GMC  
Canyon**

**2002-2006 GMC Envoy and Envoy  
XUV**

**2002-2005 GMC  
Jimmy**

**2000-2004 Oldsmobile Alero, Bravada,  
Silhouette**

**2001-2003 Oldsmobile  
Aurora**

**2000-2003 Oldsmobile  
Intrigue**

**2001-2006 Pontiac Bonneville, Grand Prix, Sunfire and  
Vibe**

**2001-2005 Pontiac Aztek, Grand AM,  
Montana**

**2005-2006 Pontiac G6, Montana  
SV6**

**2004-2006 Pontiac  
GTO**

**2005-2006 Pontiac Pursuit (Canada Only)**

**2006 Pontiac**

**Solstice**

**2003-2006 Pontiac**

**Vibe**

**2005-2006 Saab 9-**

**7x**

**2004-2006 Saturn Ion and**

**Vue**

**2005-2006 Saturn**

**Relay**

**2003-2006 HUMMER**

**H2**

**2006 HUMMER H3**

---

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

### **Condition/Concern:**

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

### **Recommendation/Instructions:**

If the OnStar system properly responds 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 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.

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.



**WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION**

**© Copyright General Motors Corporation. All Rights Reserved.**

---

**Document ID# 1836362**  
**2004 Cadillac CTS**