



# Service Bulletin

## INFORMATION

**Subject:** Diagnostic Tip: OnStar Turn By Turn Volume Has Low Or No Audio

**Models:** 2011-2015 Buick Enclave  
2011-2015 Chevrolet Traverse  
2011-2015 GMC Acadia  
Without Radio Amplifier (UQA or UQS)

*This PI was updated to add 2015 model year. Please discard PIT5263.*

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

### Condition/Concern

A customer may comment that when using OnStar Turn By Turn (TBT), the TBT information comes upon the display but no TBT verbal guidance is heard or the TBT audio is at a very low level.

### Recommendation/Instructions

To correct this condition, please follow the steps below:

1. Have OnStar download a Turn By Turn route to the vehicle.
2. On the radio screen, select "route preview". While the system is providing the route, increase the volume using the steering wheel controls.
3. Test Turn By Turn operation.

**Note:** When OnStar turn-by-turn route guidance is activated, a display of the route appears on the right side of the screen. Screen buttons below the guidance map are: RPT (Repeat), Prvw (Preview) and Dest (Destination). Any of these buttons will put it into "soft mute" volume. Once the Turn By Turn volume has been set, it will remain at that level regardless of ignition cycle or battery power being cycled.

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.



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