No Voice Recognition with Navigation System - kw inoperative operation radio SWC U2V voicerc #PI01889 - (Mar 22, 2004)

No Voice Recognition with Navigation System

When servicing the vehicle with the VIN you entered, the following diagnosis might be helpful if the vehicle exhibits the described symptoms.

**Condition/Concern:**

CTS-V No voice recognition with navigation system.

**Recommendation/Instructions:**

On the 2004 Cadillac CTS-V series with navigation, the voice recognition system is not an option. This is a normal condition due to changes of the steering wheel controls that removes the option on the CTS-V.

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. If these steps do not resolve the condition, please contact GM TAC for further diagnostic assistance. This diagnostic approach was developed for the vehicle with the VIN you entered and should not be automatically be used for other vehicles with similar symptoms.

**Models:**

(2004 Cadillac CTS-V)
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.