



File In Section: 08 - Body and Accessories

Bulletin No.: 05-08-46-009

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# Service Bulletin



## INFORMATION

**Subject:** Language Change for OnStar® System (U.S. Only)

**Models:** 2006 Buick LaCrosse, Lucerne, Rainier  
2006 Cadillac DTS, STS, XLR  
2006 Chevrolet Cobalt, Corvette, Equinox, HHR, Impala, Malibu, Malibu Maxx, Monte Carlo, TrailBlazer, TrailBlazer EXT  
2006 GMC Envoy, Envoy XL  
2006 Pontiac G6, Grand Prix, Solstice, Torrent  
2006 Saab 9-7X  
with OnStar® (RPO UE1)

**Attention:** This bulletin applies ONLY to dealers in the United States.

**Built After and Including the Following VIN Breakpoints:**

Make	Model	VIN Breakpoint
Buick	LaCrosse	61170802
	Rainier	62183996
Chevrolet	TrailBlazer	62183983
	TrailBlazer EXT	66127994
GMC	Envoy	62183982
	Envoy XL	66127728
Pontiac	Grand Prix	61170813
Saab	9-7X	62800175

The Generation (Gen) 6.1 OnStar® system found in these vehicles has the capability to change the default English voice recognition to French or Spanish.

Changing the language of the OnStar® system will change the following features to the language you select:

- Voice recognition command prompts will be played in the language selected.
- The voice recognition system will only recognize commands given in the selected language.

Once completed, this process completely changes all voice recognition and voice commands of the OnStar® system. The process will need to be repeated in its entirety to change to a different language, including English.

The Gen 6.1 version of OnStar® does not require the use of the Service Programming System (SPS) to change the voice recognition system. However, there are four ways to change the language.

**Method 1**

This is the preferred method to change language preference for vehicles that have been sold.

When the vehicle is delivered, the OnStar® system can automatically be enrolled by the sales department by going to the online enrollment site – [www.onstarenrollment.com](http://www.onstarenrollment.com). Choose the desired language by selecting English, Spanish, or French on Question 8. English is the default selection. Using this process will automatically configure the vehicle to the preferred language and ensure that any calls to the OnStar® call center are routed to an advisor that speaks this chosen language.

Please note that the vehicle should be changed over to the selected language within 24 hours of completing the online enrollment process. In some areas, the process will take up to 5 days.

**Important:** This method cannot be used to change the language of the OnStar® system for unsold vehicles on your lot. Use this method only for vehicle that have been sold to customers.

**Important:** Any nametags previously stored will be deleted if the preferred language is changed using this method.

**Method 2**

Press the blue OnStar® button and ask the advisor to change the resident language of the OnStar® system to the preferred language of the customer. Also ask that all future calls be routed to the OnStar® department that speaks this preferred language.

**Important:** This method cannot be used to change the language of the OnStar® system for vehicles on your lot. Use this method only for vehicle that have been sold to customers.

**Important:** Any nametags previously stored will be deleted if the preferred language is changed using this method.

**Method 3**

This method is the only way to change the language of the OnStar® system of vehicles on your dealership lot.

1. Press and hold the "Phone" button on the three button assembly until the system responds with the following:  
"Continuing with this operation will change the settings of your OnStar® system. Press the button again to exit. Do you want to change your language? Please say "Yes" or "No"."
2. The user should at this time say "Yes," then listen to and understand the following:  
"When you change your language, the system will delete all of your nametags and it will only recognize that language. Press the button again if you want to exit. Please say "zero" for English, "one" for French or "two" for Spanish."
3. At this time, the user should speak the number of the language desired.

4. As verification that the language has been changed, the system will respond with the following:

"Your language has been changed. Thank you. Goodbye" if English was chosen.

"La langue a été modifiée. Merci. Au revoir" if French was chosen.

"Su lenguaje ha sido cambiado. Gracias. Adios" if Spanish was chosen.

Please note that this method does not change the routing of calls to a French or Spanish speaking advisor. Refer to Method 1 for instructions on how to change the language setting for vehicles that have been sold.

**Important:** This method of changing the language should only be viewed as a temporary change to the vehicles on your dealership lot. Refer to Method 1 for instructions on how to change to language setting for vehicles that have been sold.

**Important:** Any nametags previously stored will be deleted if the preferred language is changed using Method 1 or 2 when the vehicle is sold.

**Important:** There are other menu options that are resident in the OnStar® system following the language change option. These other options are not enabled and should not be entered into by the dealership personnel.

**Important:** This method of changing the language preferences is only to be utilized by dealership personnel. Please do not share this information with customers.

If you receive a vehicle that has been sold to a customer, and the language is already set to French or Spanish, and the customer would like the language to be re-set back to English, press the blue OnStar® button and ask the advisor to re-set the language to English.

If you receive a vehicle that is not sold, but is programmed for Spanish, and you wish to change it back to English, please follow these instructions:

1. Press and hold the "Phone" button on the three button assembly until the system responds with the following:  
"Continuar con esta operación cambiará las configuraciones de su sistema OnStar®. Presione el botón otra vez para salir. ¿Quiere cambiar su lenguaje? Por favor diga 'Sí' o 'No'."
2. Say "Si". The system will respond with the following:  
"Cuando usted cambie el lenguaje, el sistema borrará todos los nombres en el directorio. Y además solamente reconocerá el nuevo lenguaje. Presione el botón otra vez si desea salirse. Por favor diga "cero" para inglés, diga "uno" para francés o "dos" para español."
3. Say "cero". The system will respond with the following:  
"Su lenguaje ha sido fijado al inglés. Por favor diga 'Sí' o 'No'."
4. Say "Si". The system will respond with the following:  
"Your language has been changed."

If you receive a vehicle that is not sold, but is programmed for French, and you wish to change it back to English, please use the following instructions:

1. Press and hold the "Phone" button on the three button assembly until the system responds with the following:

"En continuant d'effectuer cette fonction, les paramètres de votre système OnStar® seront modifiés. Appuyez de nouveau sur le bouton pour annuler la fonction. Souhaitez-vous changer la langue? Dites 'oui' ou 'non'."

2. Say "oui". The system will respond with the following:

"En modifiant la langue, le système supprime tous les noms enregistrés et ne reconnaîtra que cette langue. Appuyez de nouveau sur le bouton pour annuler la fonction. Veuillez dire 'zéro' pour l'anglais, 'un' for le français ou 'deux' pour l'espagnol."

3. Say "zéro". The system will respond with the following:

"Vous avez choisi le zéro. La langue a été changée pour l'anglais. Dites 'oui' ou 'non'."

4. Say "oui". The system will respond with the following:

"Your language has been changed. Thank you. Goodbye."

