

Voice control does not work

Diagnostic Test: Navigation System Link and Functional Setup

NOTE:

- Always check the connectors for poor connections or loose terminals.
- Before troubleshooting, write down the customer's radio station presets, and get the radio and navigation system anti-theft codes.
- After troubleshooting, enter the radio and navigation system anti-theft codes, and the radio station presets.

Before assuming that a voice control complaint is hardware related, ensure that the voice control system is being operated correctly.

- Make sure you are on the correct screen when trying to issue a voice command. For instance, the command "Find the nearest Italian Restaurant" only works on a Map screen. (See the Navigation Owner's manual for a complete list of allowed voice commands for the information being displayed).
 - Close the windows and sunroof.
 - Set the fan speed to low (1 or 2).
 - Adjust the air flow from the dashboard vents so that they do not blow against the microphone on the ceiling.
 - Pause after pressing the TALK button, then give a voice command in a clear, natural speaking voice. If the system cannot recognize your command, speak louder.
 - If the microphone picks up voices other than yours, the system may not interpret your voice commands correctly.
 - If you speak a command with something in your mouth, or your voice is either too high or too husky, the system may misinterpret your command.
1. Go into the Diagnostic mode and use the "Mic Level" diagnostic the under Functional Setup (see page 23-48) to check the operation of the TALK and BACK buttons.

Are the TALK and BACK buttons operational?

YES—Go to step 2.

NO—Check for an open or short to ground on navigation unit connector B (14P) terminal No. 10. ■

2. Use the "Mic Level" diagnostic under Functional Setup (see page 23-48) to check the operation of the microphone.

Is the microphone operational?

YES—Check the operation of the voice control system (See the Navigation System Owner's Manual). ■

NO—Check for a loose or missing microphone assembly. If OK, check for an open or short to ground on navigation unit connector B (14P) terminals No. 6 and No. 14.

Cursor constantly leaves road

Diagnostic Test: Yaw Rate and Car Status

1. Check the GPS icon on the navigation picture.

Is the GPS icon white?

YES—Do the troubleshooting for GPS icon is white (see page 23-32)

NO—Go to step 2.

2. Go into the Diagnostic mode and use the "Yaw Rate" diagnostic (see page 23-47) to check the yaw rate sensor.
3. Go into the Diagnostic mode and use the "Car Status" diagnostic (see page 23-45) to check the vehicle speed pulse.

Are the yaw rate sensor and vehicle speed pulse OK?

YES—The problem may be normal. Check to see if the problem occurs in the same place. If it does, the problem could be in the database. Go to step 4.

NO—If the problem is the yaw rate sensor, replace the navigation unit (see page 23-53). If the problem is the vehicle speed pulse, troubleshoot the vehicle speed signal circuit. ■

4. Substitute a known-good navigation unit and check to see if the problem occurs in the same place.

Does the problem occur in the same place?

YES—The problem is in the database. Report the problem according to the Navigation System Owner's Manual under "Reporting Errors". ■

NO—Replace the navigation unit (see page 53). ■