

2009 Cadillac XLR: Service Bulletin: Radio Does Not Mute Enough When OnStar Turn-By-Turn Navigation Directions Are Announced

24 Rob Loszewski December 18, 2016 [Electrical and Ignition](#) 0 3632

#10-08-46-001C: Radio Does Not Mute Enough When OnStar Turn-By-Turn Navigation Directions Are Announced (Increase Volume Setting or Request Soft Mute Feature Change Through OnStar Customer Service) - (Apr 20, 2016)

Subject:	Radio Does Not Mute Enough When OnStar® Turn-by Turn Navigation Directions Are Announced (Increase Volume Setting or Request Soft Mute Feature Change Through OnStar® Customer Service)
Models:	2009-2016 GM Passenger Cars and Trucks (Excluding Models Equipped with RPOs IO3, IO4, IO5, IO6, RAO, UG4, UGX, UGU, UGY, UI4, UI6, UI7 or UI8) All Equipped with OnStar® (RPO UE1)

This Bulletin has been revised to add the 2016 Model Year and exclude additional RPOs. Please discard Corporate Bulletin Number 10-08-46-001B.

Condition

Some customers may comment that when the radio is on, it does not mute enough when the OnStar® Turn-by-Turn Navigation directions are announced.

Cause

This condition may be caused by the customer improperly setting the radio volume high enough when the Turn-by-Turn Navigation messages are played.

OnStar® initiates a “soft mute” feature when the radio is on during Turn-by-Turn Navigation direction announcements. During the announcement, the radio can still be heard at a very low volume. Previous model years initiated a “hard mute” during this function which completely muted the radio audio.

Correction

Instruct the customer to increase the radio volume while getting the Turn-by-Turn Navigation direction announcements. You can control the message volume using the radio volume control,

only when the Turn-by-Turn navigation messages are playing.

Example:

- The volume can be adjusted during the Turn by Turn directions and during any of the following Voice commands - Cancel Route, Route Preview, Repeat, Get My Destination.

Some customers that were accustomed to previous model vehicles with the “hard mute” feature may be dissatisfied with the function of the “soft mute” feature. For those customers, contact the OnStar® Customer Service Center by pushing the Blue OnStar® Button to speak to a trained Advisor and request a change be made to the vehicle from the “soft mute” setting to that of the hard or complete muting of audio playback during Turn by Turn directions. OnStar® will then create a case number. Advise the customer that the vehicle update should be completed Over the Air within 5 business days, after which an OnStar® Customer Care advisor will follow-up with the customer to verify the fix. If the customer does not hear back from OnStar® within a week, advise them to press the Blue OnStar® Button and ask for Customer Care to check status.

Online URL:

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