

Damaged or bent pins (install new terminals or pins)

Pushed-out pins (install new pins as necessary)

Reconnect the GPSM connector. Make sure it seats and latches correctly.

 **NOTE:** Before operating the system to determine if the concern is still present, ensure that the vehicle is in an open location that is free from obstacles such as tall buildings or large trees so an adequate GPS signal can be obtained.

Operate the system and determine if the concern is still present.

Is the concern still present?

Yes	CHECK OASIS for any applicable Technical Service Bulletins (TSBs). If a TSB exists for this concern, DISCONTINUE this test and FOLLOW the TSB instructions. If no Technical Service Bulletins (TSBs) address this concern, INSTALL a new GPSM. REFER to: Global Positioning System Module (GPSM) .
No	The system is operating correctly at this time. The concern may have been caused by module connections. ADDRESS the root cause of any connector or pin issues.

**DIAGNOSIS AND TESTING > INFORMATION AND ENTERTAINMENT SYSTEM >
PINPOINT TESTS > PINPOINT TEST AE : VOICE RECOGNITION DOES NOT OPERATE
CORRECTLY TO VOICE NAVIGATE TO A DESTINATION**

Normal Operation and Fault Conditions

REFER to: Information and Entertainment System - System Operation and Component Description . See Navigation, Voice Recognition, and APIM.

Visual Inspection and Diagnostic Pre-checks

- Verify the key is in the ON position (navigation function may be limited in accessory mode on some vehicles).
- Verify the vehicle is located in a clear, open area to ensure the satellite information can be received by the vehicle.
- Verify the navigation SD card is present and fully seated in the SD card slot.
- Run the vehicle for at least one minute before testing the system in order for the navigation and voice recognition application to load properly.

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PINPOINT TESTS > PINPOINT TEST AE : VOICE RECOGNITION DOES NOT OPERATE
CORRECTLY TO VOICE NAVIGATE TO A DESTINATION > PINPOINT TEST AE : VOICE**