



# Service Bulletin

File in Section: -

Bulletin No.: PI0823A

Date: October, 2012

## PRELIMINARY INFORMATION

**Subject:** Navigation System Does Not Calculate Most Optimal Route, Randomly Avoids Some Stretches of Highway and/or Performs Unexpected Detours (GMNA Only)

**Models:** 2013 Cadillac ATS, SRX, XTS  
Equipped with Navigation System (RPO IO6 or UY4)

This PI is being revised to update the Parts Information section to include Warranty Parts Center (WPC) information. Please discard PI0823.

### Condition/Concern

Some customers may comment that the navigation system did not calculate the most optimal route, randomly avoided some stretches of the highway and performed unexpected detours even under good traffic conditions. This concern was mostly seen in areas with high-occupancy (carpool) lanes and evacuation roads (e.g. Florida, California, etc). An additional concern of a missing bridge in St. Louis has also been reported.

### Recommendation/Instructions

Update the Navigation Map Database with SD card, P/N 23113171, following the steps below:

**Important:** Do not turn the ignition off or remove power to the radio during the update.

**Important:** Do not eject the SD card during the update.

1. With the vehicle off, and the brake pedal not applied, press and hold the ignition button for at least five seconds to place the vehicle in Service Only Mode.

**Note:** Ensure all USB devices, SD cards, phone and media devices have been disconnected.

2. From the Home Page, press Settings > Software Information and scroll down to check the current Map part number.
  - If the Map part number is 23113171, the updated software is already installed and this update is not required.
  - If the Map part number is not 23113171, proceed to the next step.
3. Install the EL-49642 SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
4. Insert the SD card into the slot located in the center console and wait for popup.
5. Press the "Update" button.
6. Follow the on screen instructions and wait for the download to complete. Once the update is completed, the system will restart and return to the Home Page. The download of the navigation map data may take up to 45 minutes.

**Note:** If the status bar display is lost during the update, it can be retrieved by returning to the Home Page and pressing the Weather icon.

7. Confirm that the new navigation map software is 23113171 using the procedure in step 3 above.
8. Eject the software update SD card from the slot and retain at your dealership. The SD card may be used again on another vehicle.

## Parts Information

Each dealership will receive one navigation update SD card, P/N 23113171, shipped with attention to the Service Manager. Dealers will receive the SD card no later October 31, 2012. Do not give the SD card to the customer. This SD card may be used to update more than one vehicle. Do not attempt to order the SD card from GM Customer Care and Aftersales or the GM Nav Disc Center. If you have not received your SD card and you have a customer that is experiencing this concern, the SD card can be obtained from the Warranty Parts Center (WPC).

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
R9814*	Update Navigation Software Using SD Card	0.4 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

**IMPORTANT NOTE WHEN PRINTING THIS FORM:** If the form prints out on two pages, make certain you fax BOTH pages so that the WPC receives all the needed information. Missing information will delay or prevent the part from being shipped.

Parts Request Form – Warranty Parts Center
<p><b>Use this form ONLY for U.S., Canadian and Mexico Dealers. Export markets located outside of North America must contact their regional Technical Assistance Center for assistance.</b></p> <p>To: Warranty Parts Center</p> <p>e-mail: <a href="mailto:warrantypartscenterUSA@gm.com">warrantypartscenterUSA@gm.com</a></p> <p>or WPC Fax: 248-371-0192</p> <p>Attn: Jeanette Dunn</p> <p>Part Being Requested: WPC# 658 SD Card for Navigation Map Database Update</p> <p>Dealer BAC (U.S.) /Dealer Code (Canada)/Dealer Number (Mexico):</p> <p>Dealer Name:</p> <p>Dealer Address:</p> <p>Dealer Contact Person:</p> <p>Dealer Phone Number:</p> <p>Repair Order Number:</p> <p>Vehicle VIN:</p> <p><b>Important:</b> If you do not receive the part within 2 business days after e-mailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371-9901/9902.</p>