



# Service Bulletin

File in Section: -

Bulletin No.: PIC5723

Date: October, 2012

## PRELIMINARY INFORMATION

**Subject:** Navigation Map Update May Fail To Load

**Models:** 2008-2012 Cadillac CTS  
Equipped with Navigation Radio RPO UAV

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Navigation map update may fail to load.

### Recommendation/Instructions

The 2012 MY Navigation Disc may fail when loading. As a result, shipments of the 2012 MY Navigation Disc have been stopped. Efforts are being directed toward expediting the 2013 MY Navigation Disc as a solution rather than correcting the 2012 MY disc.

The 2013 MY Navigation Disc is expected to be available through the Navigation Disc Center (1-877-NAV-DISC) in November 2012. This PI will be revised once discs become available.

### Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.