



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Navigation System Inoperative When Using Voice Recognition to Enter Address – Canada Only

**Models:** 2013 Buick LaCrosse, Regal, Verano (Canada Only)  
2013 Chevrolet Camaro, Cruze, Equinox, Malibu, Volt (Canada Only)  
2013 GMC Terrain (Canada Only)  
Equipped with Audio System with Navigation (RPO UHQ)

### Condition/Concern

Some customers may comment that Navigation is inoperative when using Voice Recognition to enter the Address (i.e., Voice Recognition shuts down after the Address prompt). They may also comment that Voice Recognition Navigation sometimes works when entering the address when the vehicle is in Park.

Voice Recognition Navigation is inoperative for a United States address.

Navigation operates properly for destinations entered using the touch screen (vehicle not moving).

### Recommendation/Instructions

There is an error in the radio navigation software (Canada only vehicles) related to the default country when using Voice Recognition. Engineering aware of this issue and new radio software will be released in the future to resolve this issue.

#### Short term alternative until new software is released:

When using Voice Recognition for Navigation, use "Change Country" command to change country to Canada every time prior to using Address prompt.

For a U.S. address while driving, press the OnStar® button to have OnStar® download the U.S. address to the Navigation system. OnStar® can also be used to download a Canadian address while driving.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from this information.



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