



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Navigation System Does Not Calculate Most Optimal Route  
Expires with Base Warranty

**MODELS:** 2013 Cadillac ATS, SRX, XTS  
Equipped with Navigation System (IO6/UY4)

**This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.**

### PURPOSE

This bulletin provides a service procedure to inspect and, if necessary, update the Navigation Map Database with an SD card on **certain** 2013 model year Cadillac ATS, SRX, and XTS vehicles, equipped with a navigation system (IO6/UY4). The navigation system in these vehicles may not calculate the most optimal route, randomly avoid some stretches of highway, and perform unexpected detours even under good traffic conditions. This happens mostly in areas with high-occupancy vehicle (HOV) lanes and evacuation roads.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

## PART INFORMATION

### Parts Pre-Ship Information

**Important:** The navigation update SD card, P/N 23113171, which is required to complete this service update, was shipped to Cadillac dealers for use with bulletin # PI0823, which has now been cancelled. All Cadillac dealers should receive this card no later than Friday, October 19, 2012 (in Canada, Tuesday, October 23, 2012). This single card will update all involved vehicles. **DO NOT GIVE THE SD CARD TO THE CUSTOMER.** Do not order the SD card from GMCC&A or the GM Nav Disc Center. If you have not received your SD card and you have involved vehicles, the SD card can be obtained from the Warranty Parts Center (WPC) using the Parts Request Form found at the end of this bulletin.

## SERVICE PROCEDURE

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

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

**Caution:** 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 that 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. No further action is required.
  - If the Map part number is NOT 23113171, the software requires update. 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 12V 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 is to be used on all involved vehicles.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
V2704	Determine Map P/N – Nav Map Database Already Updated – No Further Action Req'd	0.2
V2705	Determine Map P/N & Update Nav Map Database	0.4

**DEALER PROGRAM RESPONSIBILITY**

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



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

**Part Request Form — Warranty Parts Center**

Use this form ONLY for U.S. & Canada Dealers. Export markets & Mexico Dealers must contact their regional Technical Assistance Center for assistance.

**To:           Warranty Parts Center**  
**Email:       warrantypartscenterusa@gm.com**  
**or WPC Fax: 248-371-0192**  
**Attn:         Jeanette Dunn**

Part Being Requested: **WPC# 658 SD Card for Navigation Map Database Update**

Dealer BAC (U.S.) / Dealer Code (Canada):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

**IMPORTANT:** If you do not receive the part within 2 business days after emailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371-9901/9902.

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

G-149148

GM CUSTOMER CARE AND AFTERSALES  
DCS2835  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 23, 2012

Subject: 12257 – Service Update Bulletin  
Navigation System Does Not Calculate Most Optimal Route

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

To: All Cadillac Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, New Vehicle Sales Manager,  
and Warranty Administrator

General Motors is announcing Service Update Bulletin 12257 today. The total number of U.S. vehicles involved is approximately 21,000. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated October 26, 2012. A list of involved vehicles in dealer inventory is attached to this message.

**Service Update Bulletin (SUB) Information Link**

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES