



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Normal Characteristic - Traffic Events Along Route Message

**Models:** 2013 Buick Encore, LaCrosse, Regal, Verano  
2013 Chevrolet Camaro, Cruze, Equinox, Malibu, Volt  
2013 GMC Terrain  
Equipped with Color Navigation Radio (RPO UHQ)

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

### Condition/Concern

A customer may comment they hear "There are Traffic Events Along the Route" voice prompt message while on a navigation route. When the customer selects the Traffic Event List for Along Route, the list will be empty.

### Recommendation/Instructions

**Note:** Do NOT replace any components for this condition.

Please have the dealer communicate to the customer that Engineering has deemed this condition as a normal characteristic of the vehicle. There is no intent to develop a repair for this condition.

### Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

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.

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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 the information.



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