



Service Bulletin

PRELIMINARY INFORMATION

Subject: Unable to Save Addresses As A Favorite/Preset On Navigation Radio System

Models: 2014 Chevrolet Silverado 1500
2014 GMC Sierra 1500
Equipped with Navigation Radio (RPO IO6)

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

Condition/Concern

Some customers may comment they cannot save a navigation address as a radio favorite/preset. They may also comment that they can save radio stations and contacts without any concerns.

Recommendation/Instructions

Engineering is aware of the concern and a software update will become available in the future to repair the condition.

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.

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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