



Service Bulletin

PRELIMINARY INFORMATION

Subject: Multiple Navigation Radio Screen Issues, Does Not Recognize Global Positioning System (GPS), Radio Screen Goes Blank, No GPS Signal, Navigation Stuck or Will Not Switch and Show Correct Location

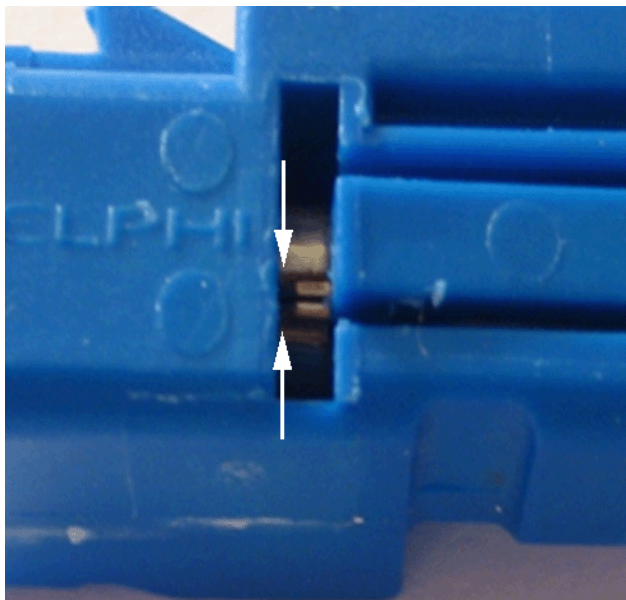
Models: 2013-2014 Chevrolet Volt

Condition/Concern

Some customers may experience multiple navigation radio screen issues, does not recognize the Global Positioning System (GPS), radio screen goes blank, no GPS signal, navigation stuck or will not switch and show correct location.

This condition may be caused from a loose coax cable on the back of the navigation radio.

Recommendation/Instructions



Note: Ensure that the ferrule tabs do not align to the connector slots as shown in the illustration above. The terminal can pull out of the connector with less than normal force.

Verify that the coax cable terminal is fully seated to the coax connector housing at the back of the radio. If the terminal is found not fully seated, it should be resealed into the connector housing, making sure that the terminal ferrule tabs are **not** aligned with the connector lock slots, and then verified that it retains to the connector housing.

Warranty Information

For vehicles repaired under the U.S. (3 year/36,000 miles) or Canadian (3 years/60,000 km) Bumper-to-Bumper Warranty, use:

| Labor Operation | Description | Labor Time |
|-----------------|---|------------|
| 3480058* | Align and Secure Ferrule Tab with the Connector Lock Slot for the Coax Cable Terminal | 0.3 hr |

*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.

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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