



Service Bulletin

PRELIMINARY INFORMATION

Subject: Loss of GPS Signal, Low Fuel, XM Volume, Audio Button Functionality, Not Able to Set Clock, Factory Settings Option Inoperable, Radio Display Information May Not Match

Models: 2012 Buick Regal (RPO UEW)
2012 Buick Verano (RPO UEW)
2012 Chevrolet Malibu (RPOs UEW, UEY, UEZ, UFJ)
2012 Chevrolet Cruze (RPOs UEW, UFJ)
2012 Chevrolet Orlando (Canada Only) (RPO UEW)
2012 Chevrolet Equinox (RPO UEW)
2012 GMC Terrain (RPOs UEW, UFJ)
Equipped with Radio PROs UEW, UEY, UEZ, UFJ

This PI is being revised to update the Condition/Concern to add the no voice guidance commands/prompts concern. Please discard PI0663B.

Condition/Concern

Some customers may comment on the following concerns:

- No voice guidance commands/prompts.
- Audio playing does not match the source the radio display is showing.
- Loss of GPS signal indicator appears frequently when driving under overpasses or next to tall buildings or trucks.
- Low fuel Pop up remains on screen after fueling vehicle and ignition cycle.
- If XM was the last audio source upon start up, the customer may not be able to change volume in XM mode and the radio may not display volume pop up. In this condition, the XM audio may be audible. Customer can regain full functionality by switching Bands or restarting radio.
- When the radio is off screen and the HVAC button is pressed, the radio will display the top menu bar along with the HVAC pop-up.
- With Arabic language selected, the text in some labels or menus are truncated, cut off or not fully displayed. (The software update will correct most of the truncated text concerns).
- The Audio button on the multifunction controller brings up the Source pop-up instead of the Audio page (Buick Regal only).
- While using an Ipad as active sources and initiating multiple seek up or seek down button presses, an incorrect track title may be displayed momentarily.
- While searching POI (Points of Interest) by category, the results are displayed alphabetically. (The Software update will list POI's Category search results by distance).
- The route guidelines are active and the user is in power flow screen. The route guidelines alert the user to take action (example: take left or right) with the maneuver pop-up screen on display. After the user takes action, the maneuver pop-up screen is closed. After closing the maneuver pop-up screen, the main screen is displayed on the screen instead of power flow screen. (Chevy Malibu Bas +only)
- Whenever user puts in reverse gear while he/she is in power flow screen, the rear view camera screen will display on screen. After the user closes this rear view camera screen by putting in forward gear, the main screen is displaying on the screen instead of power flow screen. (Chevy Malibu Bas +only)

- Manually adjusted time does not save. Time is only stored if Back button is pressed.
- When only one item is available on a list, it is not preselected.
- If a list has more than one page and the user scrolls to the next page, the last item on the next page is preselected. (The software update will pre-select the next item in the list).
- When selecting "Factory Settings" option on the configuration menu, nothing happens. This feature is only available with Universal Hands Free Phone (UHP). The software update removes "Factory Settings" if the vehicle is not equipped with UHP.

Recommendation/Instructions

Technicians are to update the Navigation Radio software using a software update disc, P/N 22987675. The software update disc is to be obtained from the GM Navigation Disc Center using the contact information below:

By phone: Contact the GM Navigation Disc Center at 1-877-NAV-DISC (1-877-628-3472).

Via the web: go to www.gmnavdisc.com and go to U.S. Dealer Login. Default Login ID is BAC code, and password is NAVTEQxxxxx, where xxxxx is the dealer zip code.

Navigation software update discs are for the dealer to update the Navigation Radio software only. They **DO NOT** update or replace the navigation map disc that is supplied with the vehicle. Please order these parts only as needed. There is a limited supply of these discs available. Do not order these discs for stock. Do not give the software update disc to the customer. Navigation software discs may be used to reprogram more than one vehicle. There is no charge for the disc but dealers are required to pay shipping charges. Refer to the latest version of Corporate Bulletin Number 06-08-44-012 for additional information on how to obtain AVN software update discs.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
R9738*	Update Navigation Radio Software	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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION