



Service Bulletin

PRELIMINARY INFORMATION

Subject: Navigation System Inoperative When Using Voice Recognition to Enter Address – Canada Only

Models: 2013 Buick Encore, LaCrosse, Regal, Verano (Canada Only)
2013 Chevrolet Camaro, Cruze, Equinox, Malibu, Volt (Canada Only)
2013 GMC Terrain (Canada Only)
Equipped with Audio System with Navigation (RPO UHQ)

This PI is being revised to update the Recommendation/Instructions. Please discard PI0855B.

Condition/Concern

Some customers may comment that Navigation is inoperative when using Voice Recognition to enter the Address (i.e., Voice Recognition shuts down after the Address prompt). They may also comment that Voice Recognition Navigation sometimes works when entering the address when the vehicle is in Park.

Voice Recognition Navigation is inoperative for a United States address.

Navigation operates properly for destinations entered using the touch screen (vehicle not moving).

Recommendation/Instructions

Updated radio software has been developed to resolve this concern and is now available on TIS2WEB.

Important: This procedure is a USB flash drive programming event. This **IS NOT** a **standard** TIS2WEB programming event. This procedure requires a USB 2.0 flash drive. The minimum USB flash drive capacity requirement is 4 GB. The software downloaded to the USB flash drive can be used to update all vehicles involved in this bulletin.

Any existing data on the USB flash drive will be erased during the TIS2WEB-to-USB flash drive download process. To ensure important data **IS NOT** deleted from the USB flash drive, transfer the data from the USB flash drive onto another approved data storage device **BEFORE** attempting to download software from TIS2WEB.

Once the software is downloaded to the USB, **DO NOT** add any data to the storage device.

Update the radio using a USB FLASH DRIVE and the Service Programming System (SPS) with the file available on TIS2WEB. Refer to the SPS Programming procedures in SI.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810338*	USB Radio Reprogramming	0.6 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 It will not be published in the Labor Time Guide.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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