



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 add the 2013 Buick Encore. Please discard PI0855A.

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 will be released on the next Techline Infotainment DVD (tentative June 2013).

For urgent customer concerns, technicians can contact the Techline Customer Support Center (TCSC) at 1-800-828-6860 (1-800-503-3222 French) to request a VCI # to download the updated 13.4 USB-programmed software (P/Ns 23121107/23121108).

Important: Since the software calibration file is over 900 Mb, this method is only recommended for dealers with high speed internet capacity. The download will take a minimum of 20 minutes, in addition to the normal USB radio programming.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810335	Radio Reprogramming with SPS	Use Published Labor Operation Time

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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