



# Service Bulletin

File in Section: -

Bulletin No.: PIT5218

Date: August, 2013

## 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.