



# Service Bulletin

File in Section: -

Bulletin No.: PI0855A

Date: April, 2013

## PRELIMINARY INFORMATION

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

**Models:** 2013 Buick 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 PI0855.**

### 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 complaints, 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
R0759	Radio Reprogramming with SPS	Use Published Labor Operation Time