



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Unable to Manually Enter Address in Destination Menu

Models: 2013 Buick Encore
With RPO UHQ

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some customers may comment that they cannot manually enter an address using the destination screen in the navigation radio.

In some cases, they may specifically advise that they will begin to enter an address, but the system will prevent them from adding additional characters.

The new character will be removed without the user's interaction.

Recommendation/Instructions

Verify that the address can be entered by using the Voice Recognition (VR) command and compare with a 2014 model that has similar option content to confirm that the address is valid.

While the vehicle is stationary, the user can press "Done" and scroll the list to select the desired result. The preferred method is still Voice Recognition due to the size of some lists.

If the address cannot be verified, please follow the latest version of bulletin 10-08-44-006 to submit feedback.

If the address can be verified, contact GM Technical Assistance Center (GM TAC) for further assistance.

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.

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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