



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Intermittent Map Disc Read Error

**Models:** 2012 Buick Enclave  
2012 Chevrolet Traverse  
2012 GMC Acadia  
Equipped with Navigation Radio RPO U4H or UUM

*This PI was superseded to remove information about calling TAC for authorization. Please discard PIT5157A.*

### Condition/Concern

Customers may comment on intermittent map disc read error when using the navigation radio.

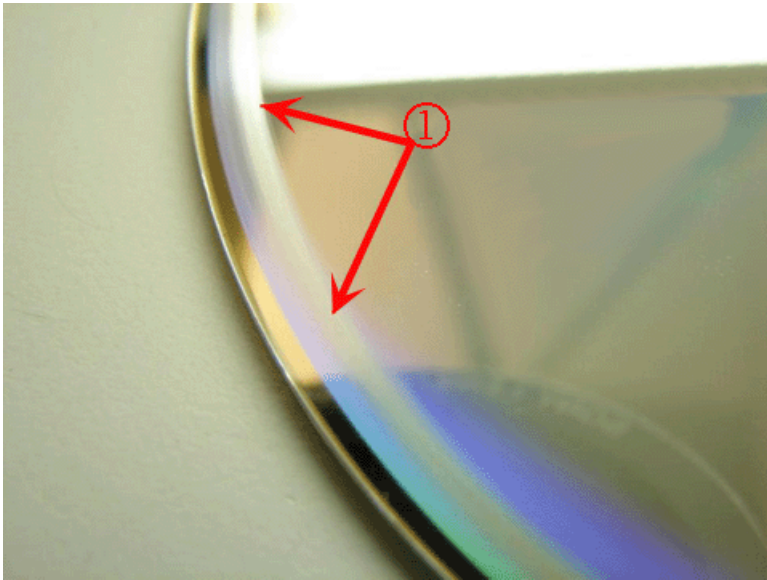
### Recommendation/Instructions

Remove the map disc and inspect for scratches.

1. Press MENU to enter the Menu options, then press it repeatedly until Nav is selected or press the Nav screen button.
2. Press the Map Database Information screen button.
3. Press the Eject Map Disc screen button. The screen tilts, exposing the map DVD slot.
4. Press eject, located next to the DVD map disc slot, and the disc ejects.

If the map disc is damaged, the disc will need to be replaced. Replacement discs are obtained from the GM NAV DISC center. Please refer to the latest version of 06-08-44-012 if a replacement map disc is required.

If the disc has concentric scratches near the outer edge please do not install another map disc. Vehicles with this concern will need the radio and map disc replaced. The radio may have an internal fault and cause damage to the new disc. After replacing the radio, please install a test CD or DVD into the map disc slot prior to installing the new map disc (Recommend using a writable CD or DVD). Listen for a rubbing noise and inspect for concentric scratches on the test disc after ejecting. Only install the new map disc if no damage is found on the test disc. Please see below pic (1) for example of concentric scratched disc.



## Warranty Information

For vehicles repaired under warranty use:

| Labor Operation | Description       | Labor Time                         |
|-----------------|-------------------|------------------------------------|
| *3420840        | Radio Replacement | Use Published Labor Operation Time |

\* This labor operation should only be used for warrantable radio replacement. If the disc replacement is required due to customer damage, etc., it is not considered a warrantable repair.

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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