



# Service Bulletin

File in Section: -

Bulletin No.: PI0663E

Date: April, 2014

## PRELIMINARY INFORMATION

**Subject:** Loss of GPS Signal, Voice Prompts Inoperative, Low Fuel, XM Volume, Audio Button Functionality, Not Able to Set Clock, Factory Settings Option Inoperable, Radio Display Information May Not Match

**Models:** 2012 Buick Regal  
2012 Buick Verano  
2012 Chevrolet Cruze  
2012 Chevrolet Orlando (Canada Only)  
2012-2013 Chevrolet Equinox  
2013 Chevrolet Malibu  
2012 GMC Terrain  
Equipped with Radio RPOs UEW, UFJ

This PI has been revised to update the software disc part number and the Labor Operation to the Global Labor Code (GLC). Please discard PI0663D.

### Condition/Concern

Some customers may comment on the following concerns:

- No voice guidance commands/prompts.
- Audio playing does not match the source the radio display is showing.
- Loss of GPS signal indicator appears frequently when driving under overpasses or next to tall buildings or trucks.
- Low fuel Pop up remains on screen after fueling vehicle and ignition cycle.
- If XM was the last audio source upon start up, the customer may not be able to change volume in XM mode and the radio may not display volume pop up. In this condition, the XM audio may be audible. Customer can regain full functionality by switching Bands or restarting radio.
- When the radio is off screen and the HVAC button is pressed, the radio will display the top menu bar along with the HVAC pop-up.
- With Arabic language selected, the text in some labels or menus are truncated, cut off or not fully displayed. (The software update will correct most of the truncated text concerns).
- The Audio button on the multifunction controller brings up the Source pop-up instead of the Audio page (Buick Regal only).
- While using an Ipod as active sources and initiating multiple seek up or seek down button presses, an incorrect track title may be displayed momentarily.
- While searching POI (Points of Interest) by category, the results are displayed alphabetically. (The Software update will list POI's Category search results by distance).
- The route guidelines are active and the user is in power flow screen. The route guidelines alert the user to take action (example: take left or right) with the maneuver pop-up screen on display. After the user takes action, the maneuver pop-up screen is closed. After closing the maneuver pop-up screen, the main screen is displayed on the screen instead of power flow screen. (Chevy Malibu Bas +only)
- Whenever user puts in reverse gear while he/she is in power flow screen, the rear view camera screen will display on screen. After the user closes this rear view camera screen by putting in forward gear, the main screen is displaying on the screen instead of power flow screen. (Chevy Malibu Bas +only)
- Manually adjusted time does not save. Time is only stored if Back button is pressed.
- When only one item is available on a list, it is not preselected.

- If a list has more than one page and the user scrolls to the next page, the last item on the next page is preselected. (The software update will pre-select the next item in the list).
- When selecting “Factory Settings” option on the configuration menu, nothing happens. This feature is only available with Universal Hands Free Phone (UHP). The software update removes “Factory Settings” if the vehicle is not equipped with UHP.
- Routing to the center of the city when using OnStar Destination Download.

## Recommendation/Instructions

Technicians are to update the Navigation Radio software using a software update disc, P/N 23143834. The software update disc is to be obtained from the GM Navigation Disc Center using the contact information below:

By phone: Contact the GM Navigation Disc Center at 1-877-NAV-DISC (1-877-628-3472).

U.S. Dealer: Via the web: go to [www.gmnavdisc.com](http://www.gmnavdisc.com) and go to U.S. Dealer Login. Default Login ID is BAC code, and password is NAVTEQxxxxx, where xxxxx is the dealer zip code.

Canada Dealer: Via the web: go to [www.gmnavdisc.com](http://www.gmnavdisc.com) and go to Canadian Dealer Login. Default Login ID is BAC code plus the letter "G" at the end (example - 123456G), and password is NAVTEQxxxxx, where xxxxx is the dealer postal code (do not include spaces).

Navigation software update discs are for the dealer to update the Navigation Radio software only. They **DO NOT** update or replace the navigation map disc that is supplied with the vehicle. Please order these parts only as needed. There is a limited supply of these discs available. Do not order these discs for stock. Do not give the software update disc to the customer. Navigation software discs may be used to reprogram more than one vehicle. There is no charge for the disc but dealers are required to pay shipping charges. Refer to the latest version of Corporate Bulletin Number 06-08-44-012 for additional information on how to obtain AVN software update discs.

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3480078*	Update Navigation Radio Software	0.3 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		