



Service Bulletin

File in Section: -

Bulletin No.: PI1269

Date: June, 2014

PRELIMINARY INFORMATION

Subject: Navigation Voice Recognition Commands Do Not Complete, Repeats City and State/Prov

Models: 2014 Buick Enclave
2014 Chevrolet Captiva Sport, Traverse
2014 GMC Acadia
Equipped with RPOs UGY, UGX, UHV

Condition/Concern

Some customers may comment that when using voice recognition to enter a destination, the system will repeat the request for the City and State/Prov.

This may be caused by a software anomaly.

Recommendation/Instructions

You will be able to manually enter the address without issue. It may show up with two city and state/prov selections that are the same. This is due to a minor issue with the navigation (map) database and does not affect every address in certain cities.

Advise the customer that this is a unique circumstance and manual entry of the address should operate as designed. If there are any further concerns, refer to the latest version of bulletin 10-08-44-006 and use the Contact Us Form at the GM Navigation Disc Center Website.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.