



Service Bulletin

File in Section: -

Bulletin No.: PIC5980

Date: April, 2014

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.