



Service Bulletin

PRELIMINARY INFORMATION

Subject: Navigation Estimated Time Of Arrival Incorrect/Inaccurate

Models: 2014-2015 Buick LaCrosse
2013-2015 Cadillac ATS, SRX, XTS
2014-2015 Cadillac CTS (A body), ELR
2015 Cadillac Escalade, ESV
2014-2015 Chevrolet Corvette, Impala
2014 Chevrolet Silverado (LD),
2014 GMC Sierra (LD)
2015 Chevrolet Suburban, Tahoe, Silverado, Colorado
2015 GMC Sierra, Yukon, Canyon

This PI was superseded to add Impala, Canyon, and Colorado. Please discard PIC6075.

Condition/Concern

A customer may state that the estimated time of arrival displayed on the navigation system is incorrect or inaccurate.

Recommendation/Instructions

This is a normal operating characteristic of the NGI (New Generation Infotainment) system.

The NGI system calculates the estimated time of arrival by using the same speed value for the entire route. This may cause the estimated time of arrival to be different from what the perceived time should be. When comparing to an aftermarket device or smartphone, the estimated time of arrival may be different due to how the speed values of the route are calculated. Smart Phone (cloud based) systems are more precise because they apply specific speed values for each individual road segment where the NGI system applies a single speed value for the entire road type. Please ensure that the customer is selecting the "fastest" route setting to get the most accurate estimated time of arrival that the NGI system can calculate.

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. Also ensure that the customer is selecting the "fastest" route setting to get the most accurate estimated time of arrival that the NGI system can calculate.

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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