



Service Bulletin

INFORMATION

Subject: Navigation Map Update Temporarily Unavailable (U.S. and Canada Dealers Only)

Models: 2013-2014 Buick Enclave
2013-2014 Chevrolet Traverse
2013-2014 GMC Acadia
Equipped with Navigation System (RPO UGY or UGX)

This PI has been revised to temporarily suspend this programming update until further notice. Please discard PI1516.

Condition/Concern

Some customers may request to purchase a map update to the vehicles navigation system which was released during March 2016 and available until the week of April 4th, 2016 at gmnavdisc.com or 1-866-351-7608.

At this time, the update is temporarily unavailable to order while the supplier and engineering work to understand a "Device Not Supported" message that may be displayed when the USB is plugged into the port to update the navigation system. As a result, the navigation system cannot be updated if this message is displayed. No radio or navigation system damage occurs as a result of this message and programming concern.

Recommendation/Instructions

If a "Device Not Supported" message is displayed shortly after the USB is inserted, the programming update cannot be completed at this time - do not replace any parts for this concern. Once this programming concern is corrected, the USB will be available through gmnavdisc.com or 1-866-351-7608 again and this PI will be updated accordingly. An estimated re-release date for the USB is not available at this time.

Important: The dealer/technician must dispose of the USB when the update is complete. Do NOT give the USB to the customer.

Note: After the map installation, favorites (POIs, Destinations and Radio station presets) will reset to factory default.

Important: Prior to Installation, install the EL-49642 SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply.

Important: Do not key cycle during the update process.

1. Confirm that the current map version REVISION level on the navigation system through the following steps:
 - 1.1. Navigate to the Home screen.
 - 1.2. Select "Settings."
 - 1.3. Scroll down and select "Navigation Settings."
 - 1.4. Scroll down to "Data Software."
 - 1.5. The current version should state:
 - GM Part Number: 23129307
 - Revision: 2012Q1
 - 1.6. If the revision version displayed shows 2013Q2, the newest map version is already installed and an "Invalid product update" message will display if this update is attempted.
 - 1.7. If the revision level is 2012Q1, you should proceed with the update.
2. Insert the VIN specific USB into the USB port. The system will scan the USB and screen will show: Product Update Detected. Do you want to proceed with the update?

3. Select "Update."

Note: If you do not select "update," the screen will time out and not proceed. If this occurs, remove and reinsert the USB.

4. Once you select "UPDATE," the On-Screen Instructions say: "Do not remove USB stick and keep in Park mode."
5. Once the product update is complete, the system will restart.

Important: During the update process it will transition through several stages. Do not interrupt the process, it will transition without further manual prompts.

6. Confirm the new update is installed through the following steps:

- 6.1. Select "Home."
- 6.2. Select "Settings."
- 6.3. Scroll down and select "Navigation Settings."
- 6.4. Scroll down and select "Data Software."
- 6.5. The version should state:

- GM Part Number: 23129307
- Revision: 2013Q2

Note: This update will NOT change the GM part number. Only the REVISION LEVEL will change.

Important: The dealer/technician must dispose of the USB when the update is complete. Do NOT give back the USB to the customer.

Parts Information

At this time, the update is temporarily unavailable at gmnavdisc.com or 1-866-351-7608. Once the update is available again, this PI will be updated with additional details and orders will be accepted again at gmnavdisc.com or 1-866-351-7608.

Important: Each USB is encrypted to a specific VIN. A USB will ONLY work on for the specific VIN ordered. Ensure that the USB you are installing is a direct match for that vehicle or the update will not work.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3480188*	Installation of Customer Requested Navigation Map Update	0.5 hr
3480298*	Programming Attempted but "Device Not Supported" Message Received	0.2 hr
<p>*This is a unique Labor Operation for Bulletin use only.</p> <p>*A copy of the map update invoice must be attached to the job card and the invoice number must be recorded on the technician's job card and Global Warranty Management when submitting the claim.</p>		

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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