



Service Bulletin

PRELIMINARY INFORMATION

Subject: Navigation Radio Destination State Defaults To WV Instead of VA On Manual Entry Only

Models: 2016 Buick LaCrosse, Regal
2016 Cadillac ATS, ATS-V, CT6, CTS, CTS-V, ELR, Escalade models, XTS
2016 Chevrolet Camaro, Colorado, Corvette, Impala, Malibu, Silverado, Suburban, Tahoe, Volt
2016 GMC Canyon, Sierra, Yukon models
2017 Cadillac XT5
2017 Chevrolet Volt
Equipped with Navigation Radio RPO's IO6 or UY4

This PI was superseded to update administrative details. Please discard PIC6177B.

Condition/Concern

Some customers may comment that when entering an address using the touch screen the state selection defaults to West Virginia (WV) instead of Virginia (VA). Customers also may comment they can change the state to VA but the system defaults to WV the next time they use the function.

Recommendation/Instructions

Please do not make any repairs or replace any parts. General Motors engineering is currently working on a solution for this concern. This PI will be updated when the repair information is available.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
3480448*	Evaluate Radio for Defaulting To West Virginia Instead of Virginia	0.2 hr.
* This is a unique labor operation for bulletin use only.		

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Additional SI Keywords

GPS

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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