



# Service Bulletin

## TECHNICAL

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

*This Bulletin replaces PI1516B. Please discard PI1516B.*

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2013	2016			All	All
Chevrolet	Captiva	2015	2015			All	All
Chevrolet	Express	2016	2016			All	All
Chevrolet	Traverse	2013	2016			All	All
GMC	Acadia	2013	2016			All	All
GMC	Savana	2016	2016			All	All

<b>Involved Region or Country</b>	United States and Canada ONLY
<b>Additional Options (RPOs)</b>	Equipped with Navigation System (RPO UGY, UGX, UI7 or UI8)
<b>Condition</b>	Some customers may request to purchase a map update for their vehicle navigation system.

### Parts Information

Once the dealer/customer has followed the beginning of the service procedure below to confirm that they have an outdated map version and actually need an update, obtain the customer's VIN and order the USB Map update as follows:

#### U.S. Dealers

Visit [gmnavdisc.com/dealer/us](http://gmnavdisc.com/dealer/us) and order with a BARS account or credit card or by calling 1-866-351-7608.

#### Canada Dealers

Call 1-866-351-7608. A credit card will be required. Note: USB and shipping charges will be billed in U.S. denomination; final charges to your credit card will vary with foreign currency exchange and any associated fees.

**Important:** Returns or refunds will NOT be accepted. Ensure an update is required before ordering the USB Map Update; Review the current map version and revision level (Step 1 in "Recommendation/Instructions" below).

**Important:** Each USB is encrypted to a specific VIN based on your order. This USB will NOT work on any other vehicle. Ensure that the USB you are installing is a direct match with the VIN specified or the update will not work.

### Installation Fee Information

**Important:** This is not a customer installed map update because the chime operation may be temporarily effected as this update is taking place. As a result, it is required to have this updated performed at a GM dealership service department by following the service procedure below.

The labor code below is to be used to cover the actual labor time that it takes the dealership to order and install this map update for the customer. The labor charge for the installation is not to be passed on to customers.

Labor Operation	Description	Labor Time
3480188*	Installation of Customer Requested Navigation Map Update	0.4 hr
*This is a unique Labor Operation for Bulletin use only. *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.		

## Service Procedure

If a customer would like to purchase the map update, ensure that an outdated map version is present before ordering the USB map update by following these steps:

- ⇒ Navigate to the Home screen of the radio.
  - ⇒ Select "Settings."
  - ⇒ Scroll down and select "Navigation Settings."
  - ⇒ Scroll down to "Database Information" or "Data Software." (*one of these options will be displayed*)
  - ⇒ Outdated versions will be listed as:  
GM Part Number: 23129307  
Revision: 2012Q1 or 2013Q2
  - ⇒ If the revision version displayed shows 2015Q1, the newest map version is already installed so there is no need to order the map update. If the USB is ordered and inserted anyhow, an "Invalid product update" message will be displayed.
  - ⇒ If the revision level is 2012Q1 or 2013Q2, you should order the USB as outlined in the parts section below and install it by following the precautions and steps immediately below.
1. 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. The USB cannot be removed during the process and the vehicle must be in park.  
**Note:** After the map installation, favorites (POIs, Destinations and Radio station presets) will reset to factory default so please note any information that needs to be saved prior to proceeding and inserting the USB.
  2. With the ignition on, radio on, and headlights off, insert the VIN specific USB received 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 the USB stick and keep the vehicle in Park."  
**Important:** During the update process it will transition through several stages, including some messages that advise that an error has been detected, which could be interpreted as if something went wrong but it is normal for these messages to be displayed. Disregard these on-screen messages and DO NOT interrupt the process, it will transition through each step without further manual prompts.
  5. The technician may exit the vehicle at this time to let the software update complete on its own.
  6. Once the product update is complete (approx. 1 hour and 30 minutes), the system will restart.  
**Note:** Once the radio restarts at the end of the update process, "Invalid Product Update" may be displayed on the screen before the USB is removed, which simply acknowledges that the map version on the USB now matches the map version that is now in the radio.
  7. At this point, confirm the new update is installed through the following steps:
    - ⇒ Navigate to the Home screen of the radio.
    - ⇒ Select "Settings."
    - ⇒ Scroll down and select "Navigation Settings."
    - ⇒ Scroll down to "Database Information" or "Data Software." (*one of these options will be displayed*)
    - ⇒ The version should state:  
GM Part Number: 23506029

8. Remove the USB to complete the update, turn the auto headlights back on, and confirm proper operation of the radio, navigation, chime, and audio before returning the vehicle to the customer.

<b>Version</b>	1
<b>Modified</b>	

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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