Preliminary Information

PIC6284A Invalid Product Update Message During/After Navigation Map Update Outlined in Bulletin 16-NA-328

Models

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

Involved Region or Country	North America
Additional Options (RPO)	Navigation System (RPO UGY, UGX, UI7 or UI8)
Condition	Some technicians may encounter an **Invalid Product Update** message during or after installation of the navigation map update outlined in bulletin 16-NA-328.
Cause	This may be a result of the USB concern described in the Invalid Product Update Section at the bottom of bulletin 16-NA-328. This may be a normal result of already having the latest map update installed as mentioned above step 1 and 7 of bulletin 16-NA-328.

Correction:

If this concern is encountered follow the Invalid Product Update Section at the bottom of bulletin 16-NA-328, which explains how to insert the USB into a computer, eject it at least five times and re-evaluate for the concern. Also ensure that this is not a result of the normal concern outlined above step 1 and 7 of bulletin 16-NA-328 that occurs if the latest map update is already installed.

If this does not alleviate the concern, please answer the following questions and contact GM Technical Assistance to document this and review next steps:

1. Have you referenced and followed Bulletin 16-NA-328?   How many times was the USB safely ejected after following the **Invalid Product Update Section** at the bottom of bulletin 16-NA-328?

Note: All requested information below can be found using Bulletin 16-NA-328.

2. What is the vehicle 17digit VIN?

3. Does the vehicle VIN match the VIN listed on USB Packing slip?

Note: USB is VIN encrypted and will ONLY work in the VIN it is made for. Note If error message is "Invalid VIN", the VIN on the USB does not match the vehicle VIN. The technician may contact the GM NavDisc Center to reorder the USB with the correct VIN.

4. What is the Radio End Model Part Number as read with GDS2 (Module Diagnostics>>Radio>>Identification Information>>End Model Part Number)?

5. What is the Calibration Part Number 1 listed for the radio Operating System Part Number as read with GDS2 (Module Diagnostics>>Radio>>Identification Information>>Calibration Part Number 1)?

6. What is the part number on the USB?

7. What was the original 8 digit map part number in the radio before attempting the map update (as checked before Step 1 of bulletin 16-NA-328)?

8. What was the original 6 digit map revision in the radio before attempting the map update (as checked before Step 1 of bulletin 16-NA-328)?

9. What is the current 8 digit map part number in the radio after attempting the map update (Select Settings>>Navigation Settings>> Scroll down to "Database Information" or "Data Software)?

Note: If part number is 23506029, map has been updated in the vehicle and it is normal for the "invalid product" message to appear if the update is already installed

10. What is the current 6 digit map revision in the radio after attempting the map update (Select Settings>>Navigation Settings>> Scroll down to "Database Information" or "Data Software)?

Note: If revision is 2015Q1, the map has been updated in the vehicle and it is normal for the "invalid product" message to appear if the update is already installed

11. Was the vehicle hooked up to a battery tender/charger during installation (Bulletin Step 1)?

Note: Voltage drop may stop update from completing.

12. Was the vehicle ignition left in the On position during the installation (Bulletin Step 2)?

Note: Update will not complete if vehicle is not in the On position

13. How long was the update allowed to run (Bulletin Steps 4-6)?

Note: There are some error messages that will show during the update. Do not interrupt or remove the USB during the update. Let it run.

14. Was the error encountered while updating but the update continued (Bulletin Steps 4-6)?

Note: There are some error messages that will show during the update. Do not interrupt or remove the USB during the update. Let it run.

15. Which port was the USB plugged into?

16. Was the vehicle moved/driven during the installation (Bulletin Steps 4-6)?

17. Has a second installation been attempted?

18. What is the exact sequence of events when the error message was encountered and exactly what does the error message say?

Version History

Version	2
Modified	6/17/2017 Updated to add direction of cycling USB in computer