

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4952  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 10, 2019

Subject: N182201852 - Service Update  
Navigation Map SD Card Does Not Read

Models: 2019 Chevrolet Silverado 1500 (New Model)  
2019 GMC Sierra 1500 (New Model)

To: All General Motors Dealers

General Motors is releasing Service Update N182201852 today. The total number of U.S. vehicles involved is approximately 22,690. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated January 11, 2019. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Service Update

## N182201852 - Navigation Map SD Card Does Not Read



Release Date: January 2019

Revision: 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500 (New Model)	2019	2019		
GMC	Sierra 1500 (New Model)	2019	2019		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	In some vehicles, the navigation system will not work and the customer may see an error message on the screen.
<b>Correction</b>	Install or initialize the navigation SD Card as required.

### Parts

Quantity	Part Name	Part No.
1	Card-Navigation Data	84528704

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104262	Verify Navigation System Function, Install SD card if Required	0.2	ZFAT	N/A

### Service Procedure

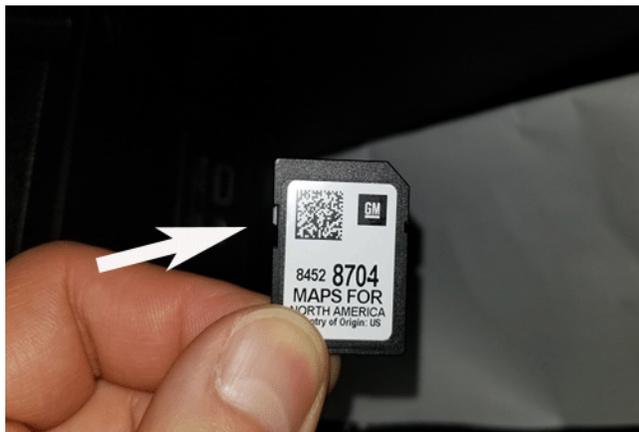
After a new SD Card has been installed, whether it be for the first time during new car prep or a replacement part for service, a series of on screen questions will need to be answered, along with a procedure, to properly setup the new SD Card. Failure to answer the questions correctly or failure to perform the procedures will result in the navigation system being inoperative.

Follow the steps below:

**Note:** Do not remove the SD Card with the ignition ON as this could corrupt the SD Card and cause navigation related errors.

**Note:** Do not swap SD Cards from vehicle to vehicle, SD Cards are VIN specific.

**Note:** When inserting the SD card, make sure that the switch is in the correct position (UP). Insert the card straight and not on an angle, since the switch may rub on the side of the card slot and change position.



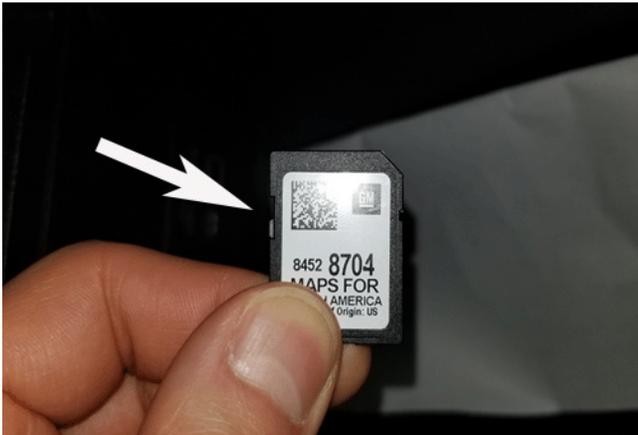
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## Service Update

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**Correct** switch position (up)



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**Incorrect** switch position (down)

1. Ensure the ignition is off.
2. If the card is not installed in the X83 Auxiliary Audio Input, locate the new SD Card in the loose ship parts bag and insert it into the slot making sure it is fully seated.  
**Note: There should be an audible 'click' upon proper insertion.**
3. Place the Ignition in the ON position, with the infotainment system in the ON position.

#### **If the Vehicle is a SOLD unit (Demo Mode Off)**

4. The first screen to appear will read, Access and Input Data Permissions. Select Show Permissions.
5. The next screens will ask for certain access and permission. Select ALLOW on all screens.  
**Note: If DENY is selected on any screen the Navigation system will be inoperative.**
6. If successful, the last screen will display a Navigation Map.  
**Note: if the vehicle is a SOLD unit, the SD card will learn the VIN of the vehicle it is installed in on the first ignition cycle.**

#### **If the Vehicle is a DEMO or UNSOLD unit (Demo Mode On)**

7. Click navigation icon and allow it to launch.
8. After map has displayed, close the app by pressing the home button.
  - 8.1 If there is a navigation error, refer to Navigation System Malfunction (and SD Card Errors) in SI.
  - 8.2 Once the error is corrected, proceed with the following steps.
9. Ignition OFF – ensure vehicle goes to sleep.
10. Repeat steps 3, 7, and 9 a total of 4 times to properly learn the VIN of the vehicle to the card.

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#### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

