



Preliminary Information

PIT5769 Navigation System Arrival Time Are incorrect for Certain Locations

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Equinox	2020 - 2020	(SLP) 3GNAXKEVXLL328217	3GNAXUEV1LL332183	All	All
Chevrolet	Equinox	2020 - 2020	(Cami) 2GNAXXEVXL6270630	2GNAXYEX1L6272841	All	All
Chevrolet	Equinox	2020 - 2020	(Ramos) 3GNAXYEX4LS729224	3GNAXNEV8LS731457	All	All
GMC	Terrain	2020 - 2020	(SLP) 3GKALXEX7LL327856	3GKALXEX2LL332351	All	All

Involved Region or Country	North America
Additional RPOs	Radio RPO IOU or IOT built between August 14th 2020 and August 25th 2020
Condition	<p>A customer may comment that when traveling to specific areas the destination arrival time may be inaccurate by one hour. Additionally, if travelling to or through time-restricted areas any time-related restrictions will also be incorrect by one hour during routing calculation for affected areas. The displayed clock and estimated travel time are still correct.</p> <p>This ONLY impacts destinations in the following States, Provinces, Cities, Municipalities, and Regions:</p> <ul style="list-style-type: none"> • Arizona, United States • Hawaii, United States • Sonora, Mexico • Quintana Roo, Mexico • Saskatchewan, Canada • The Gulf of St. Lawrence, Quebec, Canada • Northern Rockies, British Columbia, Canada • Peace River, British Columbia, Canada
Cause:	This may be caused by an issue related to the Daylight-Saving Time (DST) flag in the map data loaded onto the Navigation Map Data SD Card.

Correction:

Follow the eject process to safely remove the SD Card for part number inspection. Do not replace parts for this condition yet. New Navigation Map Data SD cards are being manufactured to resolve this issue. Availability of replacement parts is not expected until Q4, 2020.

Service Procedure:

Caution: Failure to power down the radio before SD card removal can cause permanent damage and corruption of map data. Do NOT remove the navigation map data SD card with the radio on.

1. Ignition Off, open and close the driver door to disable RAP.
2. Wait one minute then eject the navigation map data SD card.
3. Inspect and record the part number from the SD card label.

3.1 Part number 84953333 or 84953332 exhibit the condition outlined in this PI. GM is working on a new part to resolve the issue proceed to step 4.

3.2 If a part number other than the two above are found, this PI does not apply. Refer to published diagnostics in SI.

4. Reinsert the navigation map data SD card fully, start the vehicle, and launch navigation to ensure it is functional.

Note: If comparing to a similarly equipped vehicle, be aware that behavior could still be different if one vehicle has a subscription to Connected Navigation (Paid or New Vehicle Trial) and the other vehicle does not have any Connected Navigation service subscription.

This PI will be replaced with a Service Bulletin after replacement parts become available.

If a customer experiences this condition, please provide a copy of this document to the customer for their awareness of impacted areas.

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
3487128	Navigation Arrival Time Incorrect-SD Card	.3 Hr.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Version History

Version	1
Modified	08/31/2020 - Created on.



GENERAL MOTORS

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