



Service Bulletin

Bulletin No.: 21-NA-009

Date: January, 2021

TECHNICAL

Subject: Navigation System Arrival Time Are incorrect for Certain Locations

This bulletin replaces PIT5769. Please discard all previous copies of PIT5769.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2020	2020	(SLP) 3GNAXKEVXLL328217	3GNAXUEV1LL332183		
				(Cami) 2GNAXXEVL6270630	2GNAXYEX1L6272841		
				(Ramos) 3GNAXYEX4LS729224	3GNAXNEV8LS731457		
GMC	Terrain	2020	2020	(SLP) 3GKALXEX7LL327856	3GKALXEX2LL332351		

Involved Region or Country	<p>This ONLY impacts destinations in the following States, Provinces, Cities, Municipalities, and Regions:</p> <ul style="list-style-type: none"> • Canada <ul style="list-style-type: none"> – Saskatchewan – The Gulf of St. Lawrence, Quebec – Northern Rockies, British Columbia – Peace River, British Columbia • Mexico <ul style="list-style-type: none"> – Sonora – Quintana Roo • United States <ul style="list-style-type: none"> – Arizona – Hawaii
Additional Options (RPOs)	Equipped with IOU or IOT
Condition	Some customers 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.
Cause	The cause of the condition may be 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. Replace the Navigation Map Data SD card.

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 bulletin. If either PN is found, replace the Navigation Map Data SD card.
 - 3.2. If a part number other than the two above are found, this bulletin does not apply. Reinstall the card per step 4 and refer to published diagnostics in SI.
4. Insert 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.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3420860	Navigation Map Data Storage Device Replacement	Use Published Labor Operation Time

Version	1
Modified	Released January 22, 2021

