

[REDACTED]
12:07pm

Thank you for contacting Cadillac Infotainment, how can I help you today?

[REDACTED]

Good afternoon! We purchased a 2016 Cadillac Escalade yesterday and we are having issues with the navigation system. Is there a way to reset the navigation?

There is a red slash through the GPS

[REDACTED]

Congratulations on your new purchase! I am sorry to read that you are having a concern with the navigation system. I am more than happy to look into this for you, Cristen.

12:10pm

What concerns are you having with the navigation system, specifically?

[REDACTED]
12:10pm

There is a red slash through the GPS in the right corner and the map keeps referring to Ontario

[REDACTED] an
12:12pm

I understand and thank you for that information. Has this been happening the entire time since you've owned the vehicle?

[REDACTED]
12:12pm

It doesn't give any directions when typing in the address

Yes it has. We've only owned it for 24 hours

[REDACTED]

Thank you for that information, Cristen. To better assist you, may I please ask for the last 8 characters of the VIN and the current mileage?

[REDACTED]
12:15pm

[REDACTED] husband has the vehicle out at the moment, but we purchased it with 112,448 miles

[REDACTED]

Thank you very much. Please allow me 2-3 minutes to research this for you. While I do so, may I please ask for your phone number, email, and home address for documentation purposes?

[REDACTED]
12:18pm

[REDACTED], Virginia Beach, VA [REDACTED]
[REDACTED]

Darian
12:20pm

Thank you! For safety reasons, I do need to make you aware of the open recall associated with your vehicle.

Recall N192268490 - Increased Brake Pedal Effort:

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014-2018 model year Cadillac Escalade, Chevrolet Silverado, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra, and GMC Yukon vehicles. In some circumstances, these vehicle may have a condition in which the engine-mounted mechanical vacuum pump output may decrease over time, decreasing the amount of vacuum/power brake assist.

Dealers will reprogram the electronic brake control module with a new calibration that will improve how the system utilizes the hydraulic brake boost assist function when vacuum assist is depleted.

12:23pm

In regards to the navigation concern, I do not see information pertaining to this being a common concern nor a known fix for this. I would advise taking your vehicle to a certified dealership to have the navigation system inspected so that way they can determine what is needed to get that fixed for you.

Would you like assistance with locating or contacting a dealership today?

12:25pm

Are you still with me?

12:27pm

Thank you for contacting Cadillac Customer Assistance Center. We appreciate your business. Please feel free to contact us if assistance is needed in the future. We are available to chat Monday through Friday 8 am to 9 pm and Saturday 9 am to 9 pm EST.