



# Preliminary Information

## PIC6360 Diagnostic Tip: No GPS Location on Radio and GPS Inoperative

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Encore	2014 - 2018	All	All	All	All
Buick	LaCrosse	2014 - 2018	All	All	All	All
Buick	Regal	2014 - 2018	All	All	All	All
Buick	Verano	2014 - 2018	All	All	All	All
Cadillac	ATS	2013 - 2018	All	All	All	All
Cadillac	SRX	2013 - 2018	All	All	All	All
Cadillac	XTS	2013 - 2018	All	All	All	All
Cadillac	CTS	2014 - 2018	All	All	All	All
Cadillac	ELR	2014 - 2015	All	All	All	All
Cadillac	Escalade	2015 - 2018	All	All	All	All
Chevrolet	Cruze	2013 - 2018	All	All	All	All
Chevrolet	Camaro	2013 - 2018	All	All	All	All
Chevrolet	Equinox	2013 - 2018	All	All	All	All
Chevrolet	Malibu	2013 - 2018	All	All	All	All
Chevrolet	Volt	2013 - 2018	All	All	All	All
Chevrolet	Colorado	2015 - 2018	All	All	All	All
Chevrolet	Silverado	2014 - 2018	All	All	All	All
Chevrolet	Suburban	2015 - 2018	All	All	All	All
Chevrolet	Tahoe	2015 - 2018	All	All	All	All
GMC	Terrain	2013 - 2018	All	All	All	All
GMC	Sierra	2014 - 2018	All	All	All	All
GMC	Yukon	2015 - 2018	All	All	All	All

Condition / Concern

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<b>Some customers may complain of no GPS on NAV radio.</b>
<b>Cause</b>	<p><b>If this concern is encountered, determine if OnStar is able to accurately locate the vehicle.</b></p> <p><b>If it can locate the vehicle, this concern may be the result of the coax cable being routed incorrectly during repairs causing it to bypass the splitter and go straight from antenna to the OnStar module.</b></p> <p><b>If this concern is encountered, install the EL-49903 test antenna to the Radio/HMI and</b></p>

evaluate the GPS operation. If the GPS signal is restored, inspect for incorrect coax routing as described above and if found, reroute the cable so it does not bypass the splitter.

### Warranty Information

For wiring repairs covered under warranty please refer to latest version of bulletin [10-00-89-005](#) for warranty information on wire/connector repairs.

### Version History

Version	1
Modified	04/16/2019 - Created on.



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