



**Bulletin No.:** PIT6193A  
**Published date:** 08/15/2024

## Preliminary Information

### PIT6193A Google Maps Issue Diagnostic

#### Models

<b>Brand:</b>	<b>Model:</b>	<b>Model Years:</b>	<b>VIN: from to</b>	<b>Engine:</b>	<b>Transmissions:</b>
Chevrolet	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)	2022	All All	All	All
Chevrolet	Silverado 1500	2023 - 2024	All All	All	All
Chevrolet	Silverado HD	2024	All All	All	All
Chevrolet	Suburban	2022 - 2024	All All	All	All
Chevrolet	Tahoe	2023 - 2024	All All	All	All
GMC	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)	2022	All All	All	All
GMC	Sierra 1500	2023 - 2024	All All	All	All
GMC	Sierra HD	2024	All All	All	All
GMC	Yukon	2023 - 2024	All All	All	All
GMC	Yukon XL	2023 - 2024	All All	All	All

<b>Involved Region or Country</b>	<b>United States, Canada, Mexico, South America, Middle East, and Europe.</b>
<b>Additional Options (RPO)</b>	<b>IOK</b>
<b>Condition</b>	<b>The customer states Google Built-in Navigation App is frozen or not functioning. (only for Built in Google Map Application and not for CarPlay and Android Auto Navigation issues)</b>
<b>Information</b>	<b>Only use this Bulletin if a technician observes the vehicle exhibiting the customer's concern. Include original customer issue in verbatims.</b>

#### Correction:

**Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth**

**in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.**

**NOTE:**

**Before continuing with this PI If the customer comments that "Google Maps is having a persistent "Offline" icon in maps and "Can't connect to Google" message present". Please refer to [PIT6151](#).**

**1. Verify Customers Concern.**

**1.1 Note specific behavior in verbatims (i.e., Position not updating, Searching for GPS message, Directions Incorrect/inaccurate).**

**2. Check if the OnStar LED is red.**

**2.1 If it is red check for DTCs.**

**2.2 If any DTC is found and it is not history, follow normal SI diagnostic procedure for that DTC.**

**3. Check to see if the customer has data.**

**3.1 Confirm if the customer has an Active Data plan.**

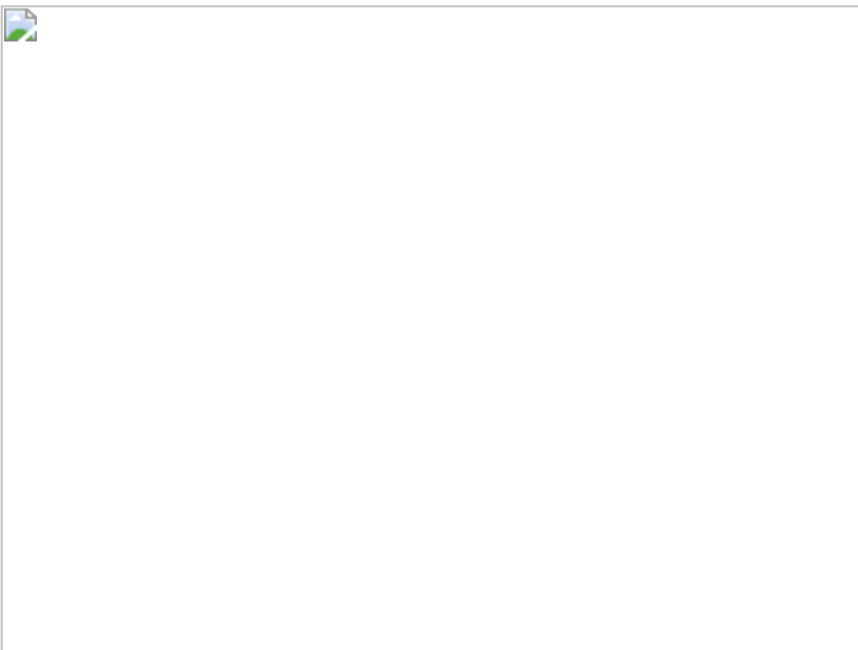
**3.2 Get into the MyBrand APP from the home page.**



**3.2 Get into MyPlan to see if there is data.**



**3.3 Confirm if the customer has an active data plan.**



**3.4 If the customer does not have a data plan, Google Built In Navigation will not work.**

**3.5 If there is no data plan connect the vehicle to Dealer Wi-Fi network and continue to next step.**

**4. Check for Google Maps update.**

**4.1 Please refer to [PIT6151](#).**

**4.2 Verify concern still persists.**

**5. Steering Wheel Control Reset.**

**5.1 Ignition on, vehicle in park, press and hold the "end call" button on the steering wheel controls for 20-30 seconds until the radio screen goes blank**

**NOTE: Dealers should also make customers aware of the SWC reset procedure, especially if they find that to solve the customer's concern.**

**5.2 Verify if concern still persists.**

**6. Technician call OnStar for vehicle position.**

**6.1 Technician Blue Button call into OnStar, the advisor the current location and see if OnStar has the same location.**

**6.2 If OnStar has the incorrect location, follow normal SI diagnostics for No GPS for OnStar.**

**7. Check radio software version.**

**7.1 Search for latest radio software update Bulletin for instructions on checking for the latest version and updating the radio if necessary.**

**8. If customer issue is still not resolved contact TAC.**

**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.**

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Time</b>
<b>3486138</b>	<b>Verify navigation concerns and perform diagnostic steps</b>	<b>0.5</b>
<b>*This is a unique Labor Operation for Bulletin use only.</b>		

**Version History.**

<b>Version</b>	<b>2</b>
<b>Modified</b>	<b>Created on 6/27/2024 Updated 8/14/2024 to add verbiage</b>