



Bulletin No.: PIT6334

Published date: 02/13/2025

Preliminary Information

PIT6334 Route not loading into built in Google Maps when sent from mobile MyBrand App

Models

Brand:	Model:	Model Years:	VIN: from to		Engine:	Transmissions:
Buick	Enclave	2024 - 2025	All	All	All	All
Buick	Envision	2024 - 2025	All	All	All	All
Cadillac	Escalade	2023 - 2024	All	All	All	All
Cadillac	Escalade ESV	2023 - 2024	All	All	All	All
Cadillac	Lyriq	2024 - 2025	All	All	All	All
Cadillac	XT4	2024 - 2025	All	All	All	All
Chevrolet	Blazer EV	2024 - 2025	All	All	All	All
Chevrolet	Colorado	2023 - 2025	All	All	All	All
Chevrolet	Corvette	2024 - 2025	All	All	All	All
Chevrolet	Equinox	2025	All	All	All	All
Chevrolet	Equinox EV	2024 - 2024	All	All	All	All
Chevrolet	Silverado 1500	2023 - 2025	All	All	All	
Chevrolet	Silverado 2500	2024 - 2025	All	All	All	All
Chevrolet	Silverado 3500	2024 - 2025	All	All	All	All
Chevrolet	Silverado EV	2024 - 2025	All	All	All	All
Chevrolet	Suburban	2023 - 2024	All	All	All	All
Chevrolet	Tahoe	2024 - 2025	All	All	All	All
Chevrolet	Traverse	2024 - 2025	All	All	LK0	All
GMC	Acadia	2024 - 2025	All	All	LK0	All
GMC	Canyon	2023 - 2025	All	All	All	All
GMC	Hummer EV	2023 - 2025	All	All	All	All
GMC	Sierra 1500	2023 - 2025	All	All	All	All
GMC	Sierra 2500	2024 - 2025	All	All	All	All
GMC	Sierra 3500	2024 - 2025	All	All	All	All
GMC	Sierra EV	2024 - 2025	All	All	All	All
GMC	Yukon	2023 - 2025	All	All	All	All
GMC	Yukon XL	2023 - 2025	All	All	All	All

Involved Region or Country	North America, Canada and Mexico
Additional Options (RPO)	I0K, IVD or IVE with UE1/UES
Condition	Some customers may state when a destination is sent to the Google built in Maps from the mobile MyBrand App while the vehicle is off, the destination will not show up or may show up days later after a non-quick start/long radio start up.
Cause	This may be due to a software anomaly.

Correction:

Engineering is currently investigating

The PI will be updated or replaced with TSB once a determination has been made

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
*3486428	Verify route does not load to built in Google Maps on radio when being requested by mobile MyBrand app	0.2 Hr.
	* unique labor operation for bulletin use only.	

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern.

Version History

Version	1
Modified	02/13/2025 - Created On.

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