



STAR ONLINE PUBLICATION



Case Number: S258A000025

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Symptom/Vehicle Issue: Navigation is Highly Inaccurate

Customer Complaint: Customer states Navigation is inaccurate, showing in wrong city or state.

Discussion: Dealers are requested to try and perform a radio reset. Do a battery disconnect/reconnect. After battery reconnect, run vehicle outside for 20 mins in an area with good cell service. If reset does not resolve the issue, continue with normal service diagnostic.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.