



Bulletin No.: PIC6418B

Published date: N/A

Preliminary Information

PIC6418B Navigation Loading Message And Navigation Won't Start or Slow to Start When Ignition Is First Turned On

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Regal	2018 - 2020	All	All	All	All
Cadillac	ATS	2018 - 2019	All	All	All	All
Cadillac	CTS	2018 - 2019	All	All	All	All
Cadillac	XTS	2018 - 2019	All	All	All	All
GMC	Terrain	2018	All	All	All	All
Holden	Commodore	2018 - 2020	All	All	All	All

Involved Region or Country North America, Europe, Middle East, Korea, China, Australia, New Zealand

Additional Options (RPO) IOU or IOT

Condition When the vehicle is first started, or when Navigation is first launched, the radio may display Navigation Loading, may show a scrolling circle, or may only show the home bar at the bottom of the display.



Cause Engineering has identified a root cause and working towards a service solution. Please offer the customer the provided workaround for now until a more permanent solution can be identified.

Correction:

The customer has two workarounds they can select from while waiting on a permanent solution to be released later this year.

Option 1: Perform the forced stop described and illustrated below in steps 1-3.

Option 2: Temporarily refrain from using the customer's User Profile in this vehicle. The condition described in this PI is not evident when using the Guest Profile.

Service Procedure

Reproduce the condition at ignition on/engine start. Verify the condition is present, then perform the following steps:

1. Go to Home screen > Settings > System > Running Applications



2. Select the "Stop" button on the "Navigation" application line, then select OK. This will force the application to restart.



3. Launch navigation from the Home page.

If the navigation still will not launch, then this PI does not apply. Refer to SI for diagnostic procedures.

If the navigation recovers for that ignition cycle, then please explain to the customer that engineering has identified a root cause of this condition and they are investigating options for a permanent solution.

The software solution is expected to become available later in the third quarter. This PI will be replaced with a bulletin once a service solution is ready.

Parts Information

Do not replace any parts for this condition.

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
3487088*	Confirm Navigation Loading Condition	.3 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Additional SI Keywords

nav, NAV,

Version History

Version	2
Modified	07/16/2020 - Created on. 12/16/2020 - Updated to clarify work around steps. 06/10/2021 - Second work around step added.



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