Preliminary Information

PIT5876 Active Navigation Session Pop up

Proactive

Models

Brand:	Model:	Model Years:	VIN: from	to	Engine:	Transmissions:
Chevrolet	Suburban	2022	All	All	All	All
Chevrolet	Tahoe	2022	All	All	All	All
GMC	Hummer	2022	All	All	All	All
GMC	Yukon	2022	All	All	All	All
GMC	Yukon XL	2022	All	All	All	All

Involved Region or Country	United States, Canada, Mexico
Additional Options (RPO)	IOK
Condition	Some customers ma y comment that, when in an active navigation session using the embedded google maps feature, they will not get a pop-up notification to tell them when to turn if they are not physically on the embedded google maps navigation screen.
Cause	The cause of this condition is unknown, but the engineering team is aware of the issue and is working on a fix. Please do not replace any parts.

Correction:

Until a permanent fix is provided, the temporary solution is to shut the vehicle off to allow it to go to sleep and then cycle the ignition.

Warranty Information

For vehicles repaired under th e Bumper-to-Bumper coverage (Canada Base W arranty coverage), use the following labor operation. Reference the Applicable W arranties section of Investigate V ehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3487528	Active Navigation session - no pop-up received	0.2 Hr.
*This is a 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. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Version History

Version	1
Modified	12/16/2021 - Created on.