



Service Bulletin

File in Section: -

Bulletin No.: PIC3718E

Date: December, 2012

PRELIMINARY INFORMATION

Subject: Gen6 OnStar With Current DTC U1500

Models: 2000-2006 GM Passenger Cars and Trucks
with OnStar Gen6

This PI was superseded to update recommended field. Please discard PIC3718D.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some OnStar Gen 6-equipped vehicles may have a no power/no connect concern. Furthermore, the LED may or may not be illuminated RED and a current DTC U1500 may be present. The dealer and customer may also report that a message "PHONE UNAVAILABLE" keeps repeating without user input.

Recommendation/Instructions

OnStar Engineering has determined that certain Gen6 VCIM's (STID ranges 14,000,000 - 16,000,000 and/or 22,000,000 - 23,200,000) may be inducing this concern and will need to be replaced.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.