



Service Bulletin

PRELIMINARY INFORMATION

Subject: GM Accessory Remote Start Does Not Work with OnStar RemoteLink™ Phone Application

Models: 2017 and Prior GM Passenger Cars and Light Duty Trucks
Excluding Vehicles Equipped with Remote Ready Start Package (RPO AP8)

This PI has been revised to add the 2016-2017 Model Years and update the Recommendation/Instructions. Please discard PI0360E.

Condition/Concern

Some customers may comment that the GM accessory remote start will not work with the OnStar® RemoteLink phone application.

The vehicle information contained in the OnStar database does not reflect information added to a vehicle after it was produced at the assembly plant.

Recommendation/Instructions

Do not replace any components of the GM remote start accessory or the BCM for this concern. The remote start feature of the OnStar RemoteLink phone app does not function with the GM Accessory Remote Start at this time. However, OnStar engineering is developing an automated process that will easily enable this feature on many Global A vehicles (ie...vehicles that communicate with the GDS2 scan tool) but it will not be available for vehicles that are not compatible with remotelink, non-Global A vehicles, or vehicles that have had aftermarket remote start kits installed. While an exact release date of this automated process is not known at this time, it is expected to be available during Q2 or Q3 of 2016. Once this automated process is available, this PI will be updated with all of the related details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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