



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Accessory Remote Start Does Not Work with OnStar Remote Link Phone Application

**Models:** 2011-2012 Buick Lucerne  
2011-2014 Buick Enclave  
2011-2014 Cadillac CTS Sedan  
2010-2014 Chevrolet Equinox  
2011-2013 Chevrolet Avalanche  
2011-2014 Chevrolet Camaro, Silverado Models, Suburban, Tahoe  
2012-2014 Chevrolet Sonic  
2010-2014 GMC Terrain  
2011-2014 GMC Acadia, Sierra Models, Yukon Models  
Excluding Vehicles Equipped with Remote Ready Start Package (RPO AP8)

*This PI has been revised to add the 2010-2014 Chevrolet Equinox, GMC Terrain, the 2012-2014 Chevrolet Sonic and to exclude vehicles equipped with RPO AP8. Please discard PI0360B.*

### Condition/Concern

Some customers may comment that the accessory remote start will not work with the OnStar® Remote Link 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 remote start accessory or the BCM. The OnStar Remote Start phone app does not function with the GM Accessory Remote Start.

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION