



Service Bulletin

PRELIMINARY INFORMATION

Subject: Requirements For OnStar Over The Air Programming And Updates

Models: 2000-2016 GM Passenger Car and Light Duty Trucks With OnStar (UE1)

Condition/Concern

Some customers or technicians may state they are unable to receive OnStar "Over The Air" programming or updates

Recommendation/Instructions

The technician will need to press the OnStar button and verify they have an active account and that the call connects with data and location. Customers need to accept the OnStar terms and conditions, and must have an activate OnStar account to receive any "Over The Air" programming or updates.

Important: Fleet vehicles must be activated as a Fleet account (not a business account) and require a separate Terms and Conditions agreement to be completed. Please see your Fleet Administrator for assistance with completing this agreement.

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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