



Service Bulletin

PRELIMINARY INFORMATION

Subject: High Speed LAN Concerns When Cold due to OnStar Module Concern

Models: 2015 Buick Encore, LaCrosse, Regal, Verano
2015 Cadillac ATS, CTS, ELR, SRX, XTS
2015 Chevrolet Colorado, Corvette, Cruze, Equinox, Impala, Malibu, Silverado, Sonic, Spark, SS, Trax, Volt
2015 GMC Canyon, Sierra, Terrain
With OnStar (UE1) and Gen10

Condition/Concern

A customer may report an issue with no start or multiple messages on the DIC during cold weather. During the concern, the technician will find that the High Speed LAN has no communication.

Recommendation/Instructions

Check the "Assembled in China" date on the VCIM (OnStar Module) by looking at the label. If the date is between 7/18/2014 and 8/3/2014, record the STID from the label and call TAC referencing this PI. TAC will check the STID to determine next steps.

If the VCIM is built outside these dates, or if the concern is happening during warm weather, perform normal diagnostics.

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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