



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-138

Date: May, 2016

INFORMATION

Subject: OnStar Diagnostic Alerts Sent When Vehicle is Being Serviced

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|---|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Buick | Encore, LaCrosse, Regal, Verano | 2015 | 2016 | | | All | All |
| Cadillac | ATS, CTS, ELR, Escalade Models, SRX, XTS | 2015 | 2016 | | | All | All |
| Cadillac | CT6 | 2016 | 2016 | | | All | All |
| Chevrolet | Colorado, Corvette, Cruze, Equinox, Impala, Malibu, Silverado, Sonic, Spark, SS, Suburban, Tahoe, Trax, Volt | 2015 | 2016 | | | All | All |
| Chevrolet | Camaro | 2016 | 2016 | | | All | All |
| GMC | Canyon, Sierra, Terrain, Yukon Models | 2015 | 2016 | | | All | All |

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| Condition | Please advise your customers that have enrolled their vehicle into the OnStar Advanced Diagnostics & Real Time Diagnostic Alerts they may receive alerts from their vehicle when it is being serviced. |
| Cause | The draining of fluids, disconnection of components, or electrical connectors as required to perform some service procedures may result in vehicles setting Diagnostic Trouble Codes and/or Driver Information Center Messages. |

Correction

Advise customer that it is normal for to set DTCs and/or DIC messages while certain service procedures are being performed on their vehicle. Advise customers to ignore Real Time Alerts that are sent while their vehicle is being serviced.

For further information relating to OnStar Advanced Diagnostics - Diagnostic Alerts please review the following global connect message.

US Dealers — <https://dealer.autopartners.net/portal/uscontent/headlines/Pages/GCUS-9-1723.aspx>

Canada Dealers — <https://dealer.autopartners.net/portal/cacontent/en-ca/features/Pages/GCCA-62-204.aspx>

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| Version | 1 |
| Modified | |

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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