



Service Bulletin

PRELIMINARY INFORMATION

Subject: OVD Email Inoperative, Incorrect, Or Missing Information After The Canada Upgrade (15-08-44-001)

Models: 2000-2015 GM Passenger Cars And Trucks

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

A customer may comment that their OVD Email report is inoperative, incorrect, or missing information after the OnStar Canada Upgrade (latest version of Bulletin 15-08-44-001).

Recommendation/Instructions

Engineering is aware of the concern and is currently working of a solution.

The Technician should connect to OnStar and verify the concern has been reported.

No further action required at this time.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Customer Information

Customer Information Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

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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