



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-355

Date: October, 2016

INFORMATION

Subject: Information on Using MyBuick, MyCadillac, MyChevrolet, and MyGMC Phone Applications to Control GM Accessory Remote Start Kits

This Bulletin replaces PI0360F. Please discard PI0360F.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Cascade Envision	2016	2017			All	All
Buick	Encore	2013	2017			All	All
Buick	LaCrosse	2010	2017			All	All
Buick	Regal	2011	2017			All	All
Buick	Verano	2012	2017			All	All
Cadillac	ATS XTS	2013	2017			All	All
Cadillac	CT6	2016	2017			All	All
Cadillac	CTS SRX	2010	2016			All	All
Cadillac	Escalade Models	2015	2017			All	All
Chevrolet	Camaro Equinox	2010	2017			All	All
Chevrolet	Caprice Corvette Impala SS	2014	2017			All	All
Chevrolet	Colorado Silverado Suburban Tahoe	2015	2017			All	All
Chevrolet	Cruze Volt	2011	2017			All	All
Chevrolet	Malibu Spark	2013	2017			All	All
Chevrolet	Orlando Sonic	2012	2017			All	All
Chevrolet	Silverado 1500	2014	2014			All	All
GMC	Acadia (VIN N)	2017	2017			All	All

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Canyon Yukon Models	2015	2017			All	All
GMC	Sierra 1500	2014	2014			All	All
GMC	Terrain	2010	2017			All	All

*Some 2010 model year VINs, Malibu fleet vehicles, and Impala fleet vehicles may not have the capability to allow the MyBuick, MyCadillac, MyChevrolet and MyGMC phone applications to be enabled.

Involved Region or Country	North America
Additional Options (RPO)	Excluding Vehicles Equipped with Remote Ready Start Package (RPO AP8)
Condition	Historically, MyBuick, MyCadillac, MyChevrolet, MyGMC, and OnStar® RemoteLink phone applications would not work on vehicles that had a GM accessory remote start kit installed. To provide a better customer experience, GM recently developed an automated process to activate the MyBuick, MyCadillac, MyChevrolet and MyGMC phone applications. Whenever a customer purchases a GM accessory remote start kit, has it installed on any of the vehicles listed above, and has their vehicle programmed to activate the remote start, the related VIN is added to a list which is feed to the OnStar team on a weekly basis. Within 10 days of vehicle programming, the OnStar team then enters all of this VIN info into their database, which will automatically enable the MyBuick, MyCadillac, MyChevrolet, MyGMC phone applications once the customer downloads them to their device, opens an account, and accepts terms and conditions.

Important: An active OnStar subscription is required. As described above, the MyBuick, MyCadillac, MyChevrolet, and MyGMC phone applications should typically be ready for use within 10 days of having the vehicle programmed and GM accessory remote start kit activated. If the customer downloads the MyBuick, MyCadillac, MyChevrolet or MyGMC phone application and finds that they cannot operate the remote start system with any of these phone applications, it is important to confirm that at least 10 days have passed since the date of vehicle programming just to ensure that sufficient time has passed for the phone app activation process to take place. If they have waited at least 10 days and the phone application still does not operate the GM accessory remote start kit, the customer should contact OnStar by pressing the blue OnStar button or a Connection Center Advisor (877-558-8352) to have the phone application manually activated.

This bulletin only applies to GM accessory remote start kits that have been added to the vehicles listed above – it does not apply to aftermarket remote start kits that have been added and does not apply to vehicles not listed above. Again, some 2010 model year VINs of the vehicles listed above may not allow the MyBuick, MyCadillac, MyChevrolet and MyGMC phone applications to be enabled as mentioned in the model list above.

Version	1
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