



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-244

Date: July, 2017

INFORMATION

Subject: Information on How to Prevent Inadvertent Vehicle Starting from Key Fob or OnStar Mobile Application

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick Cadillac Chevrolet GMC	GM Passenger Cars and Trucks	2009	2018			All	All

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	All vehicles equipped with Remote Start and/or OnStar mobile App.
Condition	The potential for personal injury or damage to a vehicle exists when a technician is working on a repair inside the engine compartment or under the vehicle and the vehicle is inadvertently started. This may occur when the vehicle is on a hoist and the technician is doing a repair in the engine compartment from underneath the vehicle with the hood closed.
Cause	Dealership personnel have reported this may happen in two scenarios: <ol style="list-style-type: none"> 1. Vehicle owner remote starts their vehicle using the OnStar mobile app. This may occur if a customer forgets their vehicle is being repaired and is accustomed to remote starting their vehicle. 2. Dealership personnel accidentally remote starts the wrong vehicle using an incorrect key fob. The common appearance of key fobs can create a mix up situation leading to accidental ignition.
Correction	When performing work in the engine compartment or under the vehicle, ensure that the hood is fully open, or opened to its secondary latch. When the hood is opened to the secondary latch, the vehicle will disable the remote start features from the key fob and OnStar mobile app. Failure to open the hood, or open the hood to the secondary latch while doing a repair in the engine compartment or under the vehicle can result in inadvertent vehicle starting which could result in personal injury or damage to a vehicle. A similar warning to this is also found in the following locations: <ol style="list-style-type: none"> 1. Hoist Procedures 2. Dangers, Warnings and Cautions 3. General warning when you log onto SI

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.



WE SUPPORT VOLUNTARY
TECHNICIAN
CERTIFICATION