



Preliminary Information

PIC6302 Unable To Connect When Selecting New Destination In The OnStar Menu

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
All	All	2018	All	All	All	All
Involved Region or Country	North America					
Additional Options (RPO)	with OnStar (UE1) and one of the following radio options (I0A, I0B, I05, I06, UFU, UHQ)					
Condition	Some customers may comment that when they select "New Destination" in the OnStar menu, that it does not connect to OnStar, or OnStar Virtual Advisor.					
Cause	The concern is currently under engineering investigation.					

Correction:

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.

Version History

Version	1
Modified	

