



Preliminary Information

PIC6326A OnStar Red LED DTC U18B4 U18B5 U18AF

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Sonic	2018	All	All	All	All
Chevrolet	Trax	2018	All	All	All	All
GMC	Terrain	2018	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	UE1, IOR
Condition	<p>A customer may comment that the OnStar LED is illuminated Red and won't connect to OnStar except through emergency services. Cycling the ignition off and disabling retained accessory power for at least 3 minutes will restore operation. Diagnostic trouble codes (DTC) U18B4 and/or U18B5 will be stored in the Telematics module and DTC U18AF may be stored in the Radio.</p> <p>Note: If the concern is not corrected when completing the ignition cycle mentioned above, or there are other conditions experienced outside of those described in the PI, the PI DOES NOT apply. Diagnosis should continue for conditions not listed in this PI.</p>
Cause	Engineering is currently evaluating the condition.

Correction:

Important: This PI ONLY applies to the OnStar condition described above. It is possible for these DTC's to be found while diagnosing other conditions or concerns. DO NOT stop diagnosis of other concerns if these DTC's are found.

Please DO NOT replace any components for this condition.

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.

Warranty Information

Labor Operation	Description	Labor Time
3480778	Cycle Ignition Off and Clear DTCs	.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	2
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Modified

3-15-2018 - Created

6-12-2018 - Updated to add condition information.



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