



Service Bulletin

Bulletin No.: 19-NA-106

Date: May, 2019

TECHNICAL

Subject: OnStar Red LED Illuminated - DTCs U18B4, U18B5, U18AF Set

This Bulletin replaces PIC6326A. Please discard PIC6326A.

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Sonic	2018	2019	SOP	October 5, 2018	All	All
	Trax						
GMC	Terrain	2018	2018				

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with OnStar (UE1) and Infotainment System (IOR)
Condition	<p>Some customers may comment that the OnStar LED is illuminated Red and will not connect to OnStar except through emergency services.</p> <p>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 temporarily corrected when completing the ignition cycle mentioned above, or there are other conditions experienced outside of those described in the bulletin, then this bulletin DOES NOT apply.</p>
Cause	The cause of the condition may be a software anomaly.
Correction	<p>Important: This bulletin ONLY applies to the OnStar condition described above. It is possible for these DTCs to be found while diagnosing other conditions or concerns. DO NOT stop diagnosis of other concerns if these DTCs are found.</p> <p>Replace the A11 radio. Refer to <i>Radio Replacement (IOR)</i> in SI.</p>

Parts Information

Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog to determine the proper radio to order. US/Canada dealers order through the Electronic Service Center (ESC).

Causal Part	Description	Part Number	Qty
X	Radio Assembly	84610604	1
X	Radio Assembly	84610605	1
X	Radio Assembly	84667777	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3420840	Radio Replacement	Use Published Labor Operation Time

Version	1
Modified	Released May 13, 2019

