



Bulletin No.: PIC6368  
Published date: 06/26/2019

# Preliminary Information

## PIC6368 OnStar Hands Free Calling Missing Icon and Inoperative (Canada Only)

### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Regal	2019	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	UE1 with IOS, IOU, or IOT
Condition	A customer may report no OnStar Hands-Free Calling option in the OnStar app menu on the radio screen and that OnStar Hands-Free Calling is inoperative when pressing the Phone button on the OnStar 3-button assembly.
Cause	This may have been caused by a radio calibration anomaly.

### Correction:

Do NOT replace any parts for this concern. Engineering has identified the solution and will be releasing a calibration fix soon. Once the fix is available dealers will reprogram the radio with the latest calibration. This PI will be replaced by a Service Bulletin once the fix is available.

### Version History

Version	1
Modified	06/26/2019 - Created on.



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