



Preliminary Information

PIT5983 Unable To Connect To OnStar

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Envision	2016	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	UE1
Condition	Customers may comment that they are unable to connect to OnStar from the blue button or emergency button press.
Cause	Engineering is working to identify the root cause.

Correction:

Engineering is aware of the concern and working on the field fix.

The PI will be updated when a fix is made available.

Do Not replace any parts at this time.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3487768	Unable to Connect to OnStar	.2 hr
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	1
Modified	2/14/2023 - Created.

