



Bulletin No.: PIT6214

Published date: 08/8/2024

Preliminary Information

PIT6214 Service Emergency Calling Message B19DA Set in Telematics Control Module

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Brightdrop	Zevo 400	2024	All	All	All	All
Brightdrop	Zevo 600	2024	All	All	All	All
Buick	Envision	2024	All	All	All	All
Cadillac	Lyriq	2024	All	All	All	All
Cadillac	XT4	2024	All	All	All	All
Chevrolet	Blazer EV	2024	All	All	All	All
Chevrolet	Colorado	2024	All	All	All	All
Chevrolet	Equinox EV	2024	All	All	All	All
Chevrolet	Traverse	2024	All	All	All	All
Chevrolet	Silverado EV	2024	All	All	All	All
GMC	Acadia	2024	All	All	All	All
GMC	Canyon	2024	All	All	All	All
GMC	Sierra EV	2024	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	UE1
Condition	A customer may complain about Red ONSTAR light and Service Emergency Calling message on the DIC. Code B19DA-16 may be found in the K73 Telematics Communication Module.
Cause	Engineering has identified a software concern.

Correction:

1. If the customer comes in with complaint for RED OnStar Light, check if the LED is status RED or Green.
IF LED is Green and DTC B19DA-16 is set in HISTORY, let the customer know that there is a fix coming in an upcoming SW release.
2. IF the LED is RED when the customer comes in for repair
Check for the DTC B19DA-16 if its active and let the customer know to have the

vehicle sleep for more than 2 hours and to check if the LED turns GREEN after Sleep cycle.

3. If the customer returns with RED LED after the sleep cycle proceed with Normal SI procedure for DTC.

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
3486158	Verify Navigation Concerns	.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	1
Modified	08/08/2024 - Created on.

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