



Service Bulletin

Bulletin No.: PIT6411

Date: July, 2025

PRELIMINARY INFORMATION

Subject: Loss of OnStar Connectivity, Loss of Internet Connection and Data, Service Emergency Calling Message U1624, U3000, 46, 49, B19DA

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2025-2026		All	All	All	All
Cadillac	CT5	2025-2026		All	All	All	All
Cadillac	Escalade	2025-2026		All	All	All	All
Cadillac	Escalade ESV	2025-2026		All	All	All	All
Cadillac	Escalade IQ	2025-2026		All	All	All	All
Chevrolet	Blazer EV	2025-2026		All	All	All	All
Chevrolet	Equinox	2025-2026		All	All	All	All
Chevrolet	Equinox EV	2025-2026		All	All	All	All
Chevrolet	Suburban	2025-2026		All	All	All	All
Chevrolet	Tahoe	2025-2026		All	All	All	All
GMC	Acadia	2025-2026		All	All	All	All
GMC	HUMMER EV Pickup	2025-2026		All	All	All	All
GMC	HUMMER EV SUV	2025-2026		All	All	All	All
GMC	Terrain	2025-2026		All	All	All	All

Involved Region or Country	United States and Canada
Additional Options (RPO)	UE1
Condition	Some customers may comment of a loss of OnStar connectivity, loss of internet connection and data, a "Service Emergency Calling". A technician may find DTC U1624, U3000 with symptom 46 or 49, or B19DA.
Cause	K73 Telematics Control Module software concern.

Correction

Please update the K73 Telematics Control Module software using Vehicle Wide Programming in Techline Connect.

****Do Not replace any parts for this concern.****

Use the Vehicle Wide Programming procedure outlined in Bulletin 24-NA-113.

Version	1
Modified	06/30/2025 – Created on.

