



Service Bulletin

Bulletin No.: PIT6437

Date: September, 2025

PRELIMINARY INFORMATION

Subject: Loss of OnStar Connectivity, Loss of Internet Connection and Data, Service Emergency Calling Message

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
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	Suburban	2025-2026		All	All	All	All
Chevrolet	Tahoe	2025-2026		All	All	All	All
GMC	HUMMER EV Pickup	2026		All	All	All	All
GMC	HUMMER EV SUV	2026		All	All	All	All
GMC	Yukon	2025-2026		All	All	All	All
GMC	Yukon XL	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, and a "Service Emergency Calling" message.
Cause	The cause of this condition could be the K73 Telematics Control Module software.

Correction

For EV vehicles, please follow the Vehicle Wide Programming in Techline Connect.

For All other vehicles, please update the K73 Telematics Control Module software using TLC/SPS.

****Do Not replace any parts for this concern. If this does not resolve the issue, please call TAC for further information****

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.

For EV vehicles use the Vehicle Wide Programming / Warranty procedure outlined in Bulletins 24-NA-113 / 24-NA-132.

For all other vehicles, use unique labor op provided below.

Labor Operation	Description	Labor Time
2880618*	Reprogram Telematics Control Module	.3 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	09/30/2025 Created on.

