



Service Bulletin

Bulletin No.: PIT6529A

Date: July, 2026

PRELIMINARY INFORMATION

Subject: Intermittent Loss of Connectivity, GPS, or Wi-Fi Due to OnStar Module (K73 Telematics Control Module) Anomaly

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2023-2024		All	All	All	All
Cadillac	Escalade ESV	2023-2024		All	All	All	All
Chevrolet	Silverado 1500	2023-2025		All	All	All	All
Chevrolet	Suburban	2023-2024		All	All	All	All
Chevrolet	Tahoe	2023-2024		All	All	All	All
GMC	Sierra 1500	2023-2025		All	All	All	All
GMC	Yukon	2023-2024		All	All	All	All
GMC	Yukon XL	2023-2024		All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	UE1
Condition	Customers may comment on one or more of the following concerns: • Intermittent loss of vehicle connectivity • Loss of GPS functionality • Loss of invehicle WiFi These conditions may be intermittent and may self-recover.
Cause	A K73 Telematics Control Module software anomaly may cause intermittent loss of communication and related services.

Correction

Technicians are to follow the diagnostic and correction steps in order below.

Do not replace parts unless specifically directed. Also, complete all applicable Field Actions before attempting this bulletin.

Service Procedure

1. Verify Connectivity via OnStar – Make sure to park vehicle in a location that gets a good signal

- Press the Blue OnStar Button:
 - If communication with an OnStar advisor is successful, proceed to Step 2.
 - If you are unable to connect to an advisor, skip to step 5.

2. Verify K73 Telematics Control Module Software Level

Check the K73 Telematics Control Module software version by using GDS2. Follow steps

Module Diagnostics -> K73 Telematics -> Identification Information -> Identification Information – Application
Software Part number 1

If the Application part number 1 matches with any of the software levels listed below, proceed to Step 3.

Acceptable pre-update software levels include:

- SW 12.64 – PN 85560239
- SW 12.67 – PN 85655356
- SW 12.81 – PN 86512454
- SW 12.95 – PN 86581723
- SW 12.96 – PN 85701963

Important: NOTE: If the vehicle is already at SW 12.97 (PN 86418215), no software update is required. Proceed further with applicable SI diagnostics.

3. Verify Battery State of Charge

- Battery must be at a minimum of 70% State of Charge
- No battery or SOC-related DTCs may be present

If battery requirements are not met, correct battery condition before proceeding.

Note: Low battery SOC prevents the OTA update installation, hence the 12V battery should be charged to meet the target SOC of 70 percent.

On some GM models, connecting the battery charger directly to the 12V battery posts will bypass the Battery Sensor Module, resulting in a default SOC value of 65 percent and a “Conditions Not Met” message. Refer Document ID: 5778263 for further details on OTA operations and proper battery charging

4. Verify OTA Software Update Availability (SW 12.97)

Caution: Remove any dongle or MDI connected to the OBDII before proceeding with OTA – OTA install will not occur with it connected

****Accept any pending OTA updates first before proceeding****

Check if the SW 12.97 OTA package is already downloaded and ready for installation.

a. OTA Package downloaded and available

- Navigate to: Vehicle Settings → Check for Updates → Install (if available)
- Accept and complete the OTA install.

b. OTA Package Not Available

- Proceed with OTA On Demand request:
 - Email: ota_request@gm.com (using your computer)
 - Please Include the following in the email:
 - Subject: OTA On-Demand Request
 - Vehicle VIN
 - Confirmation vehicle is at the dealership
 - Confirmation vehicle is parked in a location with signal/connectivity for technician acceptance
 - Confirmation battery state has been checked and meets requirements
 - Technician Name, phone number, dealership, BAC Code
 - Responses will be provided within four hours during normal business hours, Monday through Friday, 9:00 a.m. to 5:00 p.m. EST. Please follow the instructions included in the email from GM.”
 - OTA download may take up to 15 minutes. You may turn vehicle off, lock the vehicle and proceed with other work as the download is completing

Caution: Remove any dongle or MDI connected to the OBDII before proceeding – OTA Download will not occur with it connected

Technicians must have access to the vehicle to accept and initiate the OTA installation when pushed.

- Check to see if reported customer concerns are resolved after successful OTA.
- If yes, proceed with delivery of vehicle to customer
- If not, proceed further with applicable SI diagnostics including replacement of K73 Telematics Control Module if necessary

5. Replace K73 Telematics Control Module (refer Document ID: 6572766)

6. Please assure an OnStar® Blue Button press to the OnStar® call center is completed after the module replacement

Note: These OnStar (K73 Telematics Control Module) modules are currently restricted through the Electronic Service Center (ESC). Please contact your preferred ESC to order the new K73 Telematics Control Module. The ESC will require a response to the attestation questionnaire before the order is fulfilled.

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
2881378*	OnStar Telematics Diagnostics Including OTA Installation	0.2 Hr.
Add	Contact OnStar Back Office for OTA Package	0.1 Hr.
Add	Download and Installation of OTA Package (If Required)	0.2 Hr.
This is a unique Labor Operation for bulletin use only.		

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