



Service Bulletin

Bulletin No.: PIT6534

Date: August, 2026

PRELIMINARY INFORMATION

Subject: Loss Of All Features Related To Onstar Module

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2027		ALL	ALL	ALL	ALL
Cadillac	LYRIQ	2027		ALL	ALL	BEV3	ALL
Cadillac	OPTIQ	2027		ALL	ALL	BEV3	ALL
Cadillac	VISTIQ	2027		ALL	ALL	BEV3	ALL
Chevrolet	Blazer EV	2027		ALL	ALL	BEV3	ALL
Chevrolet	Corvette	2027		ALL	ALL	ALL	ALL
Chevrolet	Equinox	2027		ALL	ALL	ALL	ALL
Chevrolet	Equinox EV	2027		ALL	ALL	BEV3	ALL
Chevrolet	Traverse	2027		ALL	ALL	ALL	ALL
GMC	Acadia	2027		ALL	ALL	ALL	ALL
GMC	Terrain	2027		ALL	ALL	ALL	ALL

Involved Region or Country	North America
Condition	A customer may complain of Loss of Wi-Fi, frozen navigation display and Loss of Onstar indication. This will not be intermittent. It will continue across key cycles. This can result in a loss of OnStar dependent features including Super Cruise. The OnStar button may be red and unavailable. If a collision occurs, an OnStar emergency call may be unavailable.
Cause	Engineering is currently investigating.

Correction

As an interim repair please follow the procedure below:

-Use SI to determine the location of the OnStar/Telematics Communication Interface Control Module (TCICM).

-Gain access to the TCICM.

Photo of OnStar module and backup battery cover below:



7200163

Photo of OnStar module and backup battery in case below:



7200164

-Disconnect and remove the TCICM to gain access to the backup battery.

-Carefully access the backup battery connector, disconnect it from the OnStar module and remove the backup battery.

Photo of backup battery removed below:



7200165

- Wait five minutes, then reinstall and connect the backup battery and OnStar module. This procedure resets the OnStar module.
- Reassemble the vehicle.
- Clear all diagnostic trouble codes.
- Start the vehicle and verify that the indicator next to the OnStar blue button is green.
- If the concern is not resolved, refer to SI for normal diagnostics.
- Advise the customer that Engineering is actively investigating this concern. The vehicle may continue to be driven; however, if the condition reoccurs, an additional system reset may be required.

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
2881498*	Reset TCP and Backup Battery	0.5 Hr.
*This is a unique Labor Operation for Bulletin use only.		

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