



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Gen6 OnStar With Current DTC U1500

**Models:** 2000-2006 GM Passenger Cars and Trucks  
with OnStar Gen6

*This PI was superseded to update recommended field. Please discard PIC3718D.*

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Some OnStar Gen 6-equipped vehicles may have a no power/no connect concern. Furthermore, the LED may or may not be illuminated RED and a current DTC U1500 may be present. The dealer and customer may also report that a message "PHONE UNAVAILABLE" keeps repeating without user input.

### Recommendation/Instructions

OnStar Engineering has determined that certain Gen6 VCIM's (STID ranges 14,000,000 - 16,000,000 and/or 22,000,000 - 23,200,000) may be inducing this concern and will need to be replaced.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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