



2021 Chevrolet Trailblazer U.S. model shown with optional equipment.

WHAT YOU NEED TO KNOW

- Monitors many of the vehicle's key systems to provide updates about their health
- Provides real-time notifications based on your preferred contact method (text or email) if a problem is detected
- Monthly diagnostics emails help you keep your vehicle properly maintained and in top condition
- To receive Diagnostic Alerts, you'll need to enroll in the feature and set up your preferences for receiving alerts

CONNECTED SERVICES

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CANADA

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DIAGNOSTIC ALERTS HELP MAKE TRAVEL EASIER

Diagnostic Alerts¹ give you the confidence of knowing the status of many of the things going on under your hood. After enrolling in the feature, you can keep tabs on the health of some of your vehicle's key systems like the engine, transmission and anti-lock brakes. If a problem is detected, you can get a real-time alert by text message or email, depending on how you set your preferences.

DOES MY VEHICLE HAVE THIS FEATURE?

- All 2018MY and newer Chevrolet, Buick, GMC and Cadillac models are capable of receiving Diagnostic Alerts; select 2015–2017MY vehicles are also capable
- You'll also need a Connected Access² or OnStar[®] Basic³ plan and a valid email address on file in [Owner Centre](#)

GETTING STARTED

To receive Diagnostic Alerts, you'll need to enroll in the feature and set up your preferences for receiving alerts (either by text message or email).

You may have enrolled in the program and set your preferences at the dealership at the time of vehicle purchase. If you didn't, follow the steps below to enroll.

- Log into your [Owner Centre](#) account
 - Click "OnStar and Connected Services," then "Settings." Look for the Vehicle Diagnostics section under Communications Preferences
 - Next, set your preferences to get notifications by the method that works best for you
1. **Text message alert:** With this option, you'll receive a text message when an alert is triggered. Standard text messaging rates may apply
 2. **Email alert:** With this option, alerts will be delivered to the email address on file in your [Owner Centre](#) account. These real-time emails will be delivered in addition to the regular monthly diagnostics emails
- You can also manage your notification preferences in the myChevrolet[®], myBuick[®], myGMC[®], or myCadillac[®] mobile app⁴
 - After enrolling, you'll receive a confirmation text or email indicating you've successfully signed up

1 On-Demand Diagnostics requires paid plan. Diagnostic capabilities vary by model and/or vehicle configuration and plan. See [onstar.ca](#) for details and limitations. 2 Connected Access services vary by vehicle model and/or vehicle configuration and require active service plan, working electrical system, cell reception and GPS signal. Does not include emergency or security services. See [onstar.ca](#) for details and limitations. 3 Requires vehicle electrical system (including battery), wireless service and GPS satellite signal to be available and operating for features to function properly. Services are subject to user terms and limitations and vary by model and/or vehicle configuration. Available for 5 years from the original delivery date of eligible new vehicles. Does not include any Emergency, Security or Navigation services; these and other services require a paid service plan. Vehicle Diagnostics capabilities vary by model and/or vehicle configuration and service plan; message and data rates may apply; requires active service, email address on file and enrollment in Vehicle Diagnostics; not all issues will deliver alerts. Remote Key Fob unlock feature requires automatic locks; remote start requires GM factory-installed and enabled remote start system. In-Vehicle App Access requires a data plan; data plans are provided by AT&T or its local service provider; credit card required for purchase. Alexa and Google Assistant are only available in the U.S. and Canada in U.S. English on properly equipped vehicles; some commands are not supported on some vehicles; requires an Internet connection. Visit [my.gm.ca](#) for details. 4 Available on select Apple and Android devices. Service availability, features and functionality vary by vehicle, device and the plan you are enrolled in. Terms apply. Device data connection required.

DIAGNOSTIC ALERTS

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HOW IT WORKS

After enrollment, Diagnostic Alerts will monitor many key vehicle systems and alert you of any potential issues detected based on your preferred method. For example, you may receive an alert when a malfunction is detected in a key operating system, like when your “Service Engine” indicator light appears.

In addition, you’ll receive an alert if there’s an open recall on your vehicle.

Depending on your vehicle’s equipment, systems monitored may include (see charts for full list):

- Airbag system⁵
- Anti-lock brake system
- Critically low battery level
- Critically low oil life
- Electric drive unit (electric vehicles only)
- Emissions system
- Engine and transmission systems
- Lithium-ion battery (electric vehicles only)
- Low Diesel Exhaust Fluid (DEF)
- Low or flat tire (excludes spare tire)
- OnStar^{®6} system

Monthly Diagnostics Report

You’ll also receive an email each month with a summary of the health of key vehicle systems, even when no issues are detected. It includes mileage-based maintenance recommendations, such as tire rotation or spark plug replacement. This information is also available on [Owner Centre](#).

Dealer Maintenance Notifications

Dealer participation required

If you’ve designated a preferred Chevrolet, Buick, GMC and Cadillac Dealer in your [Owner Centre](#) account and opted into Dealer Maintenance Notifications, some of the alerts listed above will also be sent to your Chevrolet, Buick, GMC and Cadillac Dealer. That way, if service is recommended, they can contact you to help you schedule an appointment.

⁵ Always use seat belts and child restraints. Children are safer when properly secured in a rear seat in the appropriate child restraint. See the Owner’s Manual for more information. ⁶ Connected vehicle services require a working vehicle electrical system (including battery), active service plan, cell reception and GPS satellite signal. Services, connectivity and capabilities vary by model and/or vehicle configuration and conditions as well as geographical and technical restrictions, and are subject to user terms and limitations. Visit onstar.ca for details and system limitations.

DIAGNOSTIC ALERTS

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DIAGNOSTIC ALERT TRIGGERS

Available to customers in real-time via SMS (text message) and email. Alerts are also available in the Monthly Diagnostics Report.

Diagnostic Alert Trigger	Conditions	
Recall	Open Recall on Vehicle	
Oil Life	Less than 20%	OLM not reset for 12 months or more

Mileage-Based Maintenance (Monthly Diagnostics Report only)	Mileage interval*	Kilometres before	Kilometres after
Tire Rotation	12,000 km	1,500	800
Cabin Air Filter	40,000 km	4,000	1,500
Engine Air Filter	80,000 km	4,000	1,500
Auto Trans Fluid	160,000 km	4,000	1,500
Transfer Case Fluid	160,000 km	4,000	1,500
Spark Plug	160,000 km	4,000	1,500
Cooling System	240,000 km	4,000	1,500

* Please refer to Owner's Manual for specific mileage intervals.

Additional Diagnostic Alerts

Available to customers in real-time via SMS (text message) and email. Alerts are also available in the Monthly Diagnostics Report and to Dealers next day through DMN.

DMN/Diagnostic Alert Trigger	Conditions
Low Oil Life	Oil Life Monitor 5% or less
Low Diesel Exhaust Fluid (DEF)	120 km until DEF is empty
Low Brake Fluid	Mileage-based alert (varies by model)

Non-Dealer Maintenance Notification Alerts

Available to customers in real-time via SMS (text message) and email. Alerts are also available in the Monthly Diagnostics Report.

Non-DMN/Diagnostic Alert Trigger	Conditions
Low Tire (any tire)	Low tire status from vehicle data
Flat Tire (any tire)	Flat tire status from vehicle data
Battery	Critically low battery status from vehicle data

Diagnostic Trouble Codes (DTCs)	Malfunction Indicator Light Stays On
Engine and Transmission	Check engine/service engine soon light
Anti-Lock Brakes	Brakes/ABS light
Airbags	Airbag light
StabiliTrak®	Stability displayed or service message
OnStar®	Red light next to OnStar button
Emissions	Check engine/service engine soon light

DIAGNOSTIC ALERTS

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FAQs

What's the difference between the monthly diagnostics email I receive and the Diagnostic Alerts?

The monthly diagnostics email is designed to give you a summary of your vehicle's health and status, even when no issues are detected. The email will also remind you of mileage-based service recommendations, like when it's time to rotate your tires or replace your spark plugs. Diagnostic Alerts are delivered in real time by email or text message, depending on your preferences. These alerts will let you know when one of your vehicle's key systems needs attention, such as when you need an oil change. The alerts you receive and the systems that are monitored depend on how your vehicle is equipped.

Is there an extra cost for Diagnostic Alerts?

Diagnostic Alerts is included with a Connected Access or OnStar Basic plan at no additional cost. If you choose to receive your alerts by text messages, standard text messaging rates may apply.

How do I cancel Diagnostic Alerts?

You can cancel Diagnostic Alerts in your [Owner Centre](#) account. Click "Accounts and Settings," then "Vehicle Settings." You can also cancel from the myChevrolet, myBuick, myGMC, or myCadillac mobile app by selecting "Settings," "Communication Preferences," then "Advanced Diagnostics."

Why does my dealer contact me about potential issues detected?

If you opted into Dealer Maintenance Notifications and have designated a preferred dealer in your [Owner Centre](#) account, some of the Diagnostic Alerts you receive are also sent to your dealer. That way, if service is recommended, they can contact you to help schedule an appointment. You can change these preferences in your [Owner Centre](#) account.

What should I do when I get a Diagnostic Alert?

The alert will include recommendations on how you should address the condition. In some cases, you may need to schedule a service appointment with your dealer.

More Information

Customers: For more information on your vehicle, including vehicle features and maintenance, visit [GM Owner Centre](#) ›

Dealers: For information on other In-Vehicle Technology features, visit the [Tech Hub](#) ›

Related Features

- Proactive Alerts