



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** OnStar Locks Up When Virtual Advisor Is Enabled

**Models:** 2013 Chevrolet VOLT

### Condition/Concern

A customer may comment they are intermittently unable to access OnStar® Virtual Advisor either through the radio, the call answer/call end button (phone button) on the OnStar® button assembly, or when using SWC. When this occurs, the system “locks up” where the radio screen will display “Connected to virtual advisor” but no call will be made and the radio will remain muted. The customer will be unable to end this through normal means such as the steering wheel controls or the OnStar® button assembly “phone button”.

### Recommendation/Instructions

When testing operation, press the phone button on the OnStar® keypad and the system will say "OnStar® Ready" followed by a beep. Then say "Virtual Advisor". If the concern is present, the system will respond with "Connecting to OnStar® Virtual Advisor" and nothing else will be heard and the call will not end.

Please note that this is an intermittent concern so it may function properly at the dealership and will not always happen for the customer either.

Engineering is aware of the issue and is currently investigating the issue. It has been proven that replacing the radio or the OnStar® module will not solve this issue as it is intermittent. Please Do Not replace any parts at this time.

The Virtual Advisor lockup issue can be temporarily corrected with an ignition cycle or by pressing the OnStar® "blue" button.

### Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is currently evaluating this concern. This PI will be updated with additional details as they become available.

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
3429919	Customer Concern Not Duplicated (CCND) - OnStar®	Use Published Labor Time

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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