



Service Bulletin

PRELIMINARY INFORMATION

Subject: OnStar Account Issues Causing No Connect Concern

Models: 2002-2014 GM Passenger Cars and Trucks

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

Condition/Concern

A customer may report they are not able to connect to OnStar on blue button and emergency key could be inoperative. A customer may also report OVD (diagnostic email), remote commands, and Remote Link failures.

The customers GAA (OnStar) account may show current and configured but the vehicle could have disabled numbers stored in the hardware.

The customer may be directed by OnStar to Dealership for assistance. The customer may provide a letter or mention of this PI specifically.

Recommendation/Instructions

Please record module info per the latest version of PIC4310 and call GM Technical Assistance (GM TAC) for assistance. Reference PIC5904 when calling GM TAC.

Warranty Information

For vehicles repaired under warranty use:

| Labor Operation | Description | Labor Time |
|-----------------|---|------------------------------------|
| 2810415 | Communication Interface Module Reprogramming with SPS | Use Published Labor Operation Time |

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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