



Service Bulletin

TECHNICAL

Subject: Generation 9 OnStar® Modules Inoperative, Bluetooth Inoperative and Possible Battery Discharge Condition (Replace OnStar® VCIM)

Models: 2011 Buick Enclave, LaCrosse, Lucerne, Regal
2011 Cadillac CTS Sedan, CTS Coupe, CTS Sport Wagon (Including V-Series)
2011 Cadillac DTS, Escalade Models, SRX
2011 Chevrolet Avalanche, Camaro, Cruze, Equinox, Express, Impala, Silverado, Suburban, Tahoe, Traverse
2011 GMC Acadia, Savana, Sierra, Terrain, Yukon Models
All Equipped with OnStar® (RPO UE1)

This bulletin is being revised to update the Sample Customer Notification Letter. Please discard Corporate Bulletin number 11-08-44-003 (Section 08 – Body and Accessories).

Condition

Important: This bulletin is being issued to provide the dealers with information regarding a condition pertaining to vehicles equipped with a Generation 9 OnStar® Vehicle Communication Interface Module (VCIM).

Some customers may comment that they are not able to contact the OnStar® Center and that the vehicle is unable to make or receive OnStar® hands-free calls. This condition also affects vehicles enrolled in OnStar® vehicle diagnostics such that the monthly e-mail may not be sent to the subscriber as scheduled. OnStar® may also be unable to perform any outbound services, such as door unlocks. In some instances, under certain circumstances, a battery discharge condition may also be experienced. Finally, if OnStar® controls the Bluetooth functionality, it may be inoperative in addition to the OnStar® not functioning properly.

Customer Notification

OnStar® will notify subscribers on a case-by-case basis. OnStar® customer notification letters (shown below) will include a reference to this bulletin. The customer letter request they test the OnStar® system by pressing the Blue and/or Red buttons. If the system is successful in connecting to the OnStar® Call Center NO further action is required, and the unit does NOT require replacement. If the unit is unable to successfully contact the OnStar® Call Center, the customer is advised to contact their dealer for replacement.

Vehicle Identification Numbers (VINs) of customers receiving letters will be included in the special part ordering process noted below. Dealers attempting to order units for vehicles not included in the special ordering process will be referred to Technical Assistance for aid in diagnosis of the vehicle concern.

Some customers may also be referred to the dealer by OnStar® Technical Assistance following attempts to resolve any of the listed concerns. Subscribers will be directed to contact their GM dealer to schedule an appointment to have the OnStar® VCIM replaced.

Sample Customer Notification Letter

Dear Customer Name

Our records indicate that the OnStar®1 system in your vehicle may not be functioning properly. This situation could affect our ability to provide safety and security service to you, the Bluetooth connection to your personal phone, and the life of your vehicle's battery. In order to avoid any inconvenience to you or loss of OnStar® safety and security services, we recommend that you immediately:

- *Press your blue OnStar® button.*
- *If you connect to a live OnStar® advisor, then there is no need for any further action.*

- If your blue button does not connect to an OnStar® advisor, try the red emergency button (inform the Advisor that you don't have an emergency, but need OnStar® Technical Assistance).
- If you can't connect to OnStar® through either button, please see your dealer; there may be a problem with the OnStar® system in your vehicle.

Simply contact any GM Dealership to schedule an appointment for a no-cost repair. Please have your VIN, mileage, and the Bulletin Number noted below. By calling in advance, your dealer can have the replacement part ready when you drop-off your vehicle.

- VIN: XXXXXXXXXXXXXXXXXXXX
- Bulletin No.: XX-XX-XX-XXX

If you have any questions regarding this service letter, please call us at 1.888.4.ONSTAR (1.888.466.7827) and select Technical Assistance (please refer to this letter and the Bulletin No. shown above).

We apologize for any inconvenience that this may cause. Please know that your safety and security is our priority.

Correction

In an effort to maintain the highest customer satisfaction level, dealers are being urged to obtain the necessary information from the customer (name, VIN, odometer reading) to pre-order a replacement OnStar® module, allowing for a single repair visit. Dealer technicians should replace the OnStar® VCIM per the applicable procedure outlined in the vehicle specific Service Information. Refer to Communication Interface Module Replacement in SI. Make sure to perform the applicable module set-up and activation procedures. Refer to Communication Interface Module Programming and Setup in SI.

Parts Information

Important: FOR INVOLVED VEHICLES REQUIRING A REPLACEMENT UNIT, DO NOT ORDER ONSTAR® MODULES FROM GENERAL MOTORS SERVICE AND PARTS OPERATIONS (GMSPO), SATURN SERVICE PARTS OPERATION (SSPO) OR THE TECHNICAL ASSISTANCE CENTER (TAC). ONLY VEHICLES OF CUSTOMERS RECEIVING A NOTICE REGARDING THIS CONDITION ARE APPLICABLE TO THIS SPECIAL PART ORDERING PROCESS.

ORDERS BEING PLACED FOR VEHICLES NOT INVOLVED IN THIS CUSTOMER NOTIFICATION PROCESS WILL BE REFERRED TO GM TECHNICAL ASSISTANCE.

U.S.: OnStar® modules required for this procedure are to be obtained by contacting Autocraft Electronics via the web at www.autocraft.com and selecting the catalog item that contains this bulletin number or by calling 1-800-336-3998. The dealer must provide the VIN, Repair Order (R.O.) number and the current vehicle odometer reading.

Note: When ordering online, use the "No Power" selection located on the Place Order page.

Canada: OnStar® modules required for this procedure are to be obtained by contacting York Electronics at 1-800-361-2894 (Calgary Location) or 1-888-650-9675 (Oshawa Location). The dealer must provide the VIN, R.O. number and the current odometer reading.

Warranty Information

For vehicles repaired under warranty, use the applicable model-specific labor time.

Labor Operation	Description	Labor Time
R5143	Communication Interface Module Replacement	Use Published Labor Operation 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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