

Replacement of OnStar FMV back-up battery

- **Select customers are being sent a letter, replacement instructions, and a new rBUB (rechargeable back-up battery)**
 - **Some are automated process based on information provided by the OnStar FMV system.**
 - **Others are customer request under specific circumstances (red LED, alert icon, specific DTC set).**
- **Designed to be self-installed process, but customers may ask for assistance.**
- **See copy of sample letter and instructions in subsequent pages.**
- **Video link at: <https://www.onstar.com/web/fmv/battery-replacement-instructions>**
- **Remember to recycle the used battery!**





Date
Customer Name
1234 Main Street
Any City, MI 48000

Dear Customer Name,

We value you as our subscriber and want to ensure you have access to all of the safety, security, and convenience services OnStar provides. **The back-up battery in your OnStar FMV system may not be functioning properly.** This may have caused the alert icon (the orange triangle with the exclamation point) located on the mirror to light up. As described in your owner's manual, this back-up battery will allow the OnStar unit to make an emergency call to OnStar following a collision if your vehicle loses its main vehicle battery feed. As with any battery, it may require replacement over time.

Enclosed is a replacement back-up battery along with installation instructions, as well as a web link to a step-by-step video. We recommend you install this replacement battery as soon as possible. This is designed to be a self-install. However, if you are not comfortable performing this installation, contact your authorized FMV retailer where you purchased your mirror. **Please ask your retailer to refer to OnStar FMV Technical Service Bulletin No.: G1x010.**

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. Your safety and security, and enjoyment of your OnStar FMV system are our priority.

Sincerely,

Rich Moll
Director of OnStar Vehicle & System Operations

Account Information

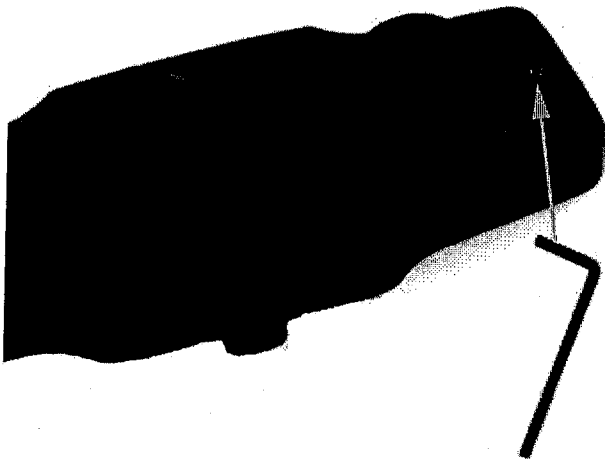
Account Number: [REDACTED]
Vehicle: 2011 Silver Malibu
Serial Number (STID): 73000000

FMV Mirror Backup Battery Replacement Instructions

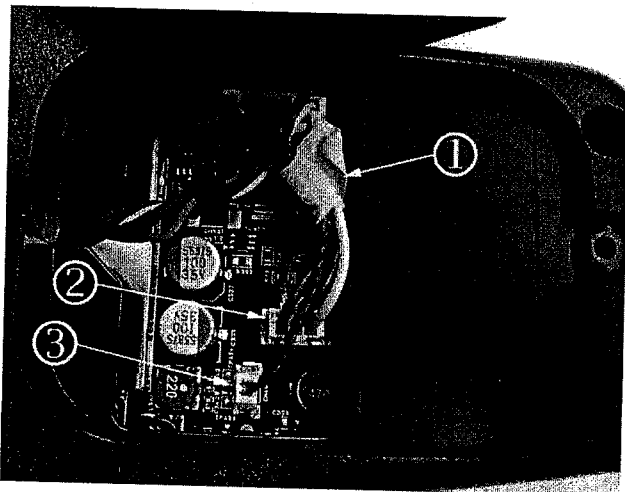
Caution: To avoid battery or FMV mirror damage, carefully read and follow the battery replacement instructions. Use only the replacement battery supplied with the battery replacement instructions; danger of damage or explosion if the battery is incorrectly replaced.

Note: The FMV mirror battery replacement will take about 10 - 20 minutes to complete. Ensure the ignition key is off and the FMV mirror system is off before replacing the battery. Allow 30 minutes of mirror power off time prior to changing the battery. The internal temperature of the mirror can get quite high. Thirty minutes of power off time will allow mirror to cool down. Do not remove the mirror to replace the battery. Complete the battery replacement from passenger's seat with the mirror rotated to the left. If you are not comfortable performing this repair, contact your authorized FMV retailer where you purchased your mirror.

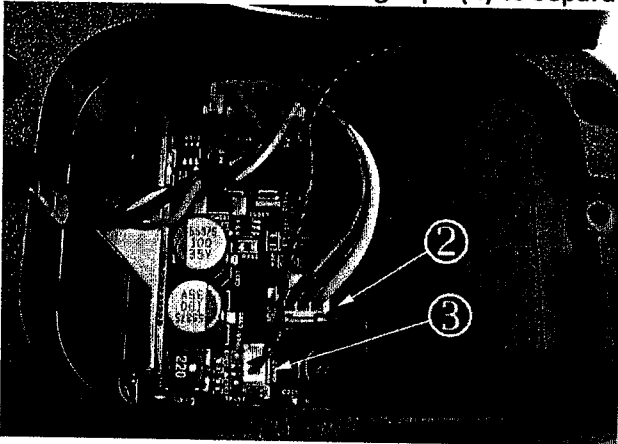
If you have additional questions please contact OnStar at 1.888.4.ONSTAR (1.888.466.7827) and press "9" for Technical Assistance. Tell the Technical Assistance Advisor you just received a FMV Back-up Battery Replacement in the mail. For a video version of these repair instructions, please visit <https://www.onstar.com/web/fmv/battery-replacement-instructions>



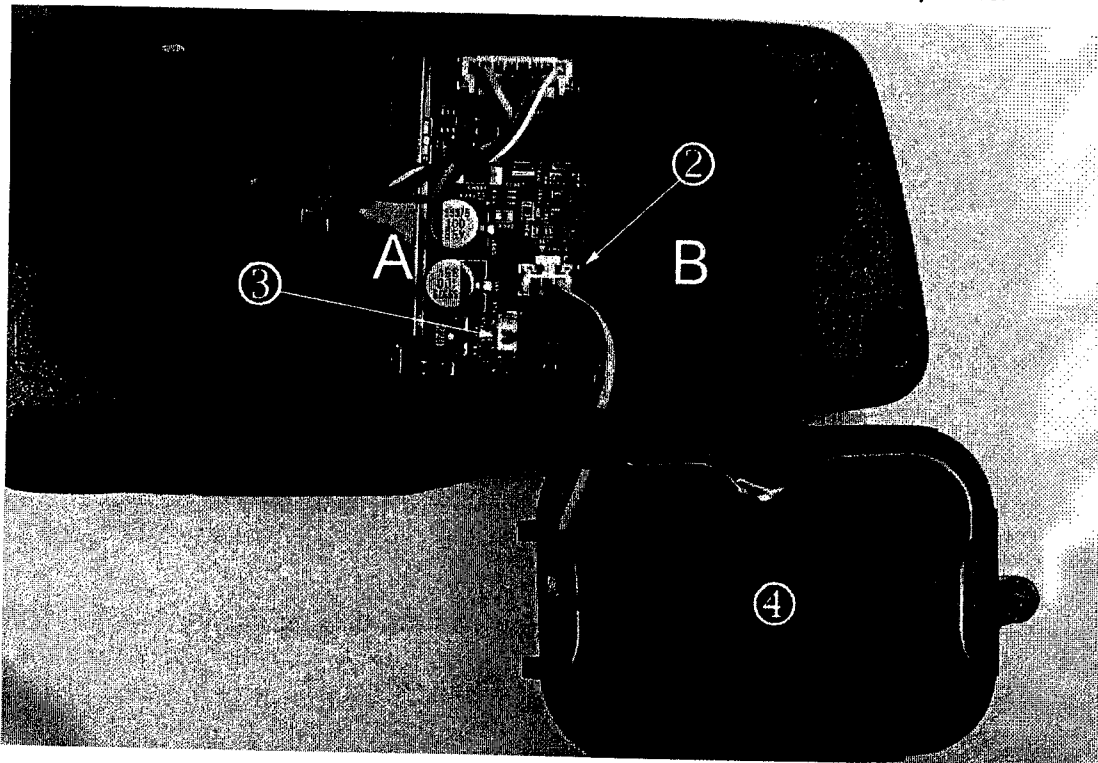
1. Using the supplied wrench, loosen the speaker door screw until you are able to separate the door from the mirror (note: the door will still be connected to the mirror via the 3-wire battery connector/wires and the speaker cable).



2. Remove the white masking tape (1) to separate the wire bundles.



3. Disconnect the battery cable (red, yellow, and black wires) from the mirror by pressing on the locking tab of the 3-wire battery connector (2) while gently pulling the connector/wires.



4. Remove the old battery and replace with new battery (4). The printed side of the battery should face the speaker.

Note: If the speaker cable (twisted pair of black and red wires) (3) was accidentally removed, install it before installing the battery cable (2). Refer to the picture for proper orientation of the connectors.

5. Connect the battery cable (red, yellow, and black wires) (2).

Note: Ensure the wires are tucked in the open area (A) of the battery cavity and not the closed area of the battery cavity (B). Refer to photograph above step 4.

6. Install speaker door to mirror ensuring wires are not pinched between plastic and speaker door. Use the supplied wrench to tighten the screw. Do not over tighten the screw.
7. Start the vehicle and check the speaker function by pressing the Hands-Free Calling Button. The system should respond with "OnStar Ready." If the speaker is not functional, remove the cover again to ensure the speaker wire connector (black/red twisted) is pushed into the connector cavity securely. It may have loosened while removing the battery connector.
8. Press the Blue OnStar button and ask the advisor to transfer you to technical assistance. The system status light will likely be red after the battery has been replaced.
9. Notify the technical assistance advisor that you have just replaced your FMV back up battery. The system status light will turn green once the call to the technical assistance advisor has been completed.

Disposal information:

Please recycle this battery. This battery is accepted for recycling by the Rechargeable Battery Recycling Corporation's "Call to Recycle" program. Visit www.call2recycle.org to find a drop-off location near you. For details information about the battery cell, refer to the MSDS that is publically available at:

<http://www.varta->

[microbattery.com/applications/mb_data/documents/material_safety_data_sheets/MSDS_02_Rechargeable Ni-MH Button en.pdf](http://www.varta-microbattery.com/applications/mb_data/documents/material_safety_data_sheets/MSDS_02_Rechargeable_Ni-MH_Button_en.pdf)