



Service Bulletin

PRELIMINARY INFORMATION

Subject: Canadian Customers Unable To Place Calls In The United States

Models: 2000-2015 All GM Passenger Car and Light Duty Trucks
With Gen6, Gen7, Gen8, Gen9, or Gen10 OnStar Systems

Condition/Concern

A Canadian customer may comment that when they travel to the United States, they are unable to connect to OnStar or use hands free calling.

Recommendation/Instructions

This condition is present due to the existing cell phone provider not having roaming agreements in areas outside of Canada.

At this time, a customer has the option of contacting OnStar to have a 500 number loaded for OnStar operation while in the United States.

Dealership technicians can contact OnStar via BBKP (Long Connect possible) or Land Line 1 (888) 466-7827. Request to speak to OSTA Off Line Team with this change request.

Note: Hands free calling services will be unavailable with the 500 number.

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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