



# Service Bulletin

## PRELIMINARY INFORMATION

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

**Models:** 2013 Chevrolet VOLT

*This PI was superseded to update recommended field. Please discard PIC5925.*

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

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

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 "Connected to OnStar Virtual Advisor" and nothing else will be heard and the call will not end.

### Recommendation/Instructions

Please Do Not replace any parts at this time.

Engineering has implemented an "Over The Air Software Update" to correct the concern.

A technician can verify they have updated software Firmware version 8968 in GDS2. Note: The old Firmware version is 8938.

If the system operation is tested and the concern is still present, please call GM TAC for further assistance.

### Warranty Information

For vehicles repaired under warranty, use:

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



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION