



Service Bulletin

PRELIMINARY INFORMATION

Subject: Unable To Connect Or Use Hands Free Calling Or No Data On The Call (Failed To Voice)

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

This PI was superseded to update Model Years. Please discard PIC4310H.

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

Condition/Concern

The OnStar Blue button, emergency -red button or/and HFC (call answer/end button) key press results in: Cellular messages, progression tones (1 every 6 seconds), dropped calls or no data on the call with OnStar (failed to voice). A possible cause could be a lack/limited cellular coverage, outage in the area, Incorrect PRL or incorrect home SID may cause this concern.

Recommendation/Instructions

Dealer technicians are to record information listed below using the TECH2 or GDS2.

Important: When retrieving ALL of following information the vehicle must be parked outside in an open area to obtain optimum cellular signal.

For vehicles in which module information displays all asterisk's. Cancel RAP and then cycle power to the vcim. After power is cycled, attempt to retrieve module information

Using Tech 2

ID Information - Module 2

8 Digit GM part number:

Electronic Serial Number:

VCI Module Station ID:

Module ID:

-Data Display-

Signal Strength:(if available)

Signal Type:(if available)

Trans ID:(if available)

-Cellular Information-

Call mode:

Current System ID:

Digital Home NID:

Digital Home SID:

PRL Outdated Status:

PRL Version Number:

Off Board Navigation (Gen 7 and above):

> Module Set Up >Program Phone Number

MIN:

MDN:
Perform an outbound OnStar personal call:
Results:
OnStar key press
Results:
Can the vehicle receive a call?
Results:
Test the Emergency Button:
(If answered tell the advisor you have no Emergency and you are testing the system.)
Please document if connection is made to the OnStar center with no data (failed to Voice) at anytime.

Using GDS2

IDENTIFICATION INFORMATION:

End model part number
Mobile equipment identifier
Onstar customer identifier
Module generation identifier
Current transceiver identifier
Off board navigation
Network access identifier
Call mode
Mobile identification number
Mobile directory number

SIGNAL STRENGTH DATA:

GSM signal strength (if available)
Signal type (if available)
Perform an outbound OnStar personal call:
Results:
OnStar key press
Results:
Can the vehicle receive a call?

Results:
Test the Emergency Button:
(If answered tell the advisor you have no Emergency and you are testing the system.)
Please document if connection is made to the OnStar center with no data (failed to Voice) at anytime.

After retrieving the above information with the Tech 2 or GDS2 and the vehicle is outside in an open area, please look at the following information. If Current SID/Transceiver ID reads 40000 or 03353, call mode 0, 13, 60, and signal strength of 0 or 106 the cell antenna and coax need to be checked. Use the OnStar test antenna EL-49903 (and adapter kit for Gen9 modules) and retest OnStar operation. Check the SID, Call Mode, and Signal Strength again and document any change.

Note: On vehicles equipped with Gen6, Gen7, Gen8, or Gen9, the Blue coax connector is always GPS. The Screw On, Violet or White Connector is Cellular.

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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