



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip: Canadian Customers Unable To Place Calls And Turn By Turn Inoperative In The United States

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

This PI was superseded to update Administrative Details and Remove Gen10 information. Please discard PIT5264A.

Condition/Concern

A Canadian customer may comment that when they travel to the United States they are unable to connect to OnStar or use handsfree calling. A customer may also comment that OnStar is unable to send driving directions to the vehicle (TBT, Destination Download, RemoteLink Driving Directions).

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 will have two options to choose from based on the customer's preference.

Option 1: A dealer can call GM TAC to have the Preferred roaming list updated to allow for OnStar Handsfree calling. This will not correct the operation of (TBT, Destination Download, RemoteLink Driving Directions).

Option 2: Contact OnStar to have a 500 number loaded for OnStar operation while in the United States

Dealership technicians can contact OnStar via an OnStar button press (long connect time possible) or Land Line 1 (888) 466-7827. Request to speak to the "OSTA Off Line Team" with the change request. This change will allow for the use of driving directions (TBT, Destination Download, RemoteLink Driving Directions). Handsfree calling services will be unavailable with the 500 number. Also, once the Handsfree calling number is changed, the customer will not be able to reuse the old 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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