



# Program Bulletin



## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** OnStar® Module Battery Drain

**MODELS:** 2015 Buick Encore, LaCrosse, Regal, Verano  
2015 Cadillac ATS, CTS, ELR, Escalade, SRX, XTS  
2015 Chevrolet Colorado, Corvette, Cruze, Equinox, Impala, Malibu,  
Silverado, Sonic, Spark, SS, Suburban, Tahoe, Trax, Volt  
2015 GMC Canyon, Sierra, Terrain, Yukon

The above listed vehicles may potentially be involved in this program. OnStar® is attempting to contact customers with involved vehicles to perform an over-the-air reprogram of the OnStar® module. If the attempt is unsuccessful or if the customer does not agree to temporarily activate OnStar®, the customer will be sent a letter asking them to take their vehicle to their dealer for an OnStar® module replacement and the VIN will be added to IVH. This process will occur approximately every 45 days until all involved vehicles have been either reprogrammed or have been identified as needing the module replaced.

In addition, customers will be asked to provide their dealer with their VIN and a specific TAC case number when scheduling an appointment for service. The VIN and the TAC case number will be contained in the customer letter. Dealers will then contact the Electronic Service Center (ESC) and provide the TAC case number to obtain the new module.

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THIS PROGRAM IS IN EFFECT UNTIL NOVEMBER 30, 2017.  
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### CONDITION

On some 2015 model year Buick Encore, LaCrosse, Regal, and Verano; Cadillac ATS, CTS, ELR, Escalade, SRX and XTS; Chevrolet Colorado, Corvette, Cruze, Equinox, Impala, Malibu, Silverado, Sonic, Spark, SS, Suburban, Tahoe, Trax, and Volt; and GMC Canyon, Sierra, Terrain, and Yukon vehicles, a performance issue with the OnStar® module might impact the vehicle's battery life. This can cause a dead battery if the vehicle is not started for approximately 4 days. This condition can occur even if the OnStar® system is not active.

### CORRECTION

Dealers are to replace the OnStar® module. If the customer does not have an active OnStar® subscription, the OnStar® module is to be deactivated after replacement.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

Parts required for this program are to be obtained from the Electronic Service Center (ESC). A Technical Assistance Center (TAC) case has been set up for the involved vehicles. The case number is identified in the customer letter. The customer is being instructed to inform the dealer of this number when scheduling an appointment so that the module can be ordered available on the scheduled appointment date.

Models	Gen 10.0 (Old Part)	Gen 10.05 (Old Part)	Gen 10.06 (New Part No)
Escalade, Sierra, Silverado, Suburban Tahoe, Yukon (with Wifi)	23115630	23246164	23261702
Escalade, Sierra, Silverado, Suburban Tahoe, Yukon (without Wifi)	23115629	23246163	23261701
Canyon, Colorado, Corvette, Cruze, ELR, Encore, LaCrosse, Malibu, Regal, Sonic, SS, Trax, Verano, Volt, XTS (with Wifi)	23488418	23245698	23261543
Cruze, XTS (without Wifi)	22901818	23246490	23261952
Equinox, Impala, Spark, SRX, Terrain (with Wifi)	23489597	23242703	23261711
ATS Sedan (with Wifi)	23463874	23246268	23261744
ATS Coupe, CTS (without Wifi)	23463875	23246269	23261745

## SERVICE PROCEDURE

**Note:** Dealers are to perform the regular OnStar (ONSU) module programming (which will include a secondary separate utility file programming step to enable the Wi-Fi feature if available). Be certain to verify if the vehicle build has RPO code VV4 (Wi-Fi) when selecting the proper program file. Regardless of the customer's OnStar account status, dealers must press the Blue OnStar button and have OnStar Customer Care activate the unit for OnStar services or have the unit disabled and the Wi-Fi Demo message turned-off if the customer does not have an active OnStar® subscription.

### **Communication Interface Module Replacement**

1. Remove the Onstar module. Refer to *Communication Interface Module Replacement* in SI.

**Note:** Specific to this field action, after installation of the communication interface module, refer to the *Communication Interface Module Programming and Setup Procedure* below. This information replaces the information in SI.

2. Install the new Onstar module. Refer to *Communication Interface Module Replacement* in SI, then proceed to the *Programming and Setup Procedure* below.

### **Communication Interface Module Programming and Setup Procedure**

#### **Special Tools**

- *EL-49642* SPS Programming Support Tool  
For equivalent regional tools, refer to Special Tools, in SI.

#### **Note:**

- It is critical to use the service replacement communication interface module only in the vehicle for which it was ordered.
  - Failure to perform the following procedures will result in a red LED, DTC(s) being set and limited or incomplete OnStar® services.
  - An OnStar® button press to the OnStar® call center is required to complete the procedure.
  - To fully activate an OnStar® module, both the setup (programming) and activation request (Blue Button call) procedures must be completed on all vehicles with and without an active OnStar® subscription to ensure the unit has been setup properly for the vehicle it has been installed into and also to update the OnStar® with the correct unit information.
  - To initialize the Turn-by-Turn feature, the vehicle must first be driven in open sky condition at speeds greater than 10 mph (16 km/h) or more for a minimum of 5 miles (8 km) , and perform at least 2 left and 2 right 90 degree turns coming to complete stops prior to each turn.
  - On vehicles up fitted with TTY capabilities, it is necessary to perform a power cycle of the OnStar® Interface Module (OTIM), and toggle the TTY mode after completing the telematics communication interface control module installation and setup procedures.
1. Install *EL-49642* SPS programming support tool.
  2. Access the Service Programming System (SPS) and follow the on-screen instructions.
  3. On the SPS Supported Controllers screen, select ONSU Onstar® Module Setup and Service Activation and follow the on-screen instructions. Be careful to select the proper programming file. Verify if the vehicle has RPO code VV4 (Wi-Fi)

4. At the end of programming, choose the “Clear All DTCs” function on the SPS screen.
5. The default language for the new communication interface module is English. To change to an alternate language, access the scan tool.
6. Press the OnStar Blue Button to call OnStar and have the system activated if the customer has an active subscription, or deactivated if the customer refused OnStar services (terms & conditions) and to turn-off the Wi-Fi demo message at ignition On.

#### COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

#### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time *</b>	<b>Net Item **</b>
9101028	Communication Interface Module Replacement		**
	- Encore, Trax	0.5	
	- Spark	0.6	
	- Canyon, Colorado, ELR, Regal, Sierra, Silverado, Volt	0.7	
	Add: Premium Speaker System (UQA) for Canyon, Colorado Only	0.2	
	- Cruze, Equinox, Malibu, SRX, SS, Terrain, Verano	0.9	
	- Corvette, Impala, Sonic	1.0	
	- Escalade, XTS	1.1	
	- Suburban, Tahoe, Yukon	1.3	
	- LaCrosse	1.6	
	- CTS	1.8	
	- ATS	2.0	
9101045	Communication Interface Module Replacement by Mobile Unit (for Canada use only)	0.2***	

\* The labor time shown includes 0.2 hours ESC administrative allowance.

\*\* Submit the \$25.00 ESC net item in administrative allowance field

\*\*\* In the event that a mobile service is provided at the dealership, the R&R labour time and the \$25.00 net amount are NOT to be claimed; however, the 0.2 hours administrative allowance is claimed once per warranty repair/exchange.

### CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

### CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

### DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through November 30, 2017.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through November 30, 2017, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



Dear General Motors Customer:

We have learned that your 2015 model year Buick Encore, LaCrosse, Regal, or Verano; Cadillac ATS, CTS, ELR, Escalade, SRX or XTS; Chevrolet Colorado, Corvette, Cruze, Equinox, Impala, Malibu, Silverado, Sonic, Spark, SS, Suburban, Tahoe, Trax, or Volt; or GMC Canyon, Sierra, Terrain, or Yukon vehicle may have a performance issue with the OnStar® module that could impact your vehicle's battery life. This condition can cause a dead battery if your vehicle is not started for approximately 4 days, and can occur even if you do not have an active OnStar® subscription.

Your satisfaction with your GM vehicle is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will replace the OnStar® module. If you do not have an active OnStar® subscription, your dealer will temporarily activate the OnStar® system and upon replacing the module, your dealer will deactivate the system. This module replacement will be performed for you at **no charge until November 30, 2017**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your GM dealer as soon as possible to schedule an appointment for this repair. To ensure that the necessary parts will be available on your scheduled appointment date, **PLEASE PROVIDE YOUR DEALER WITH THE INFORMATION BELOW WHEN YOU CALL TO MAKE THE APPOINTMENT.**

**Vehicle Identification Number:** \_\_\_\_\_

**Technical Assistance Case Number:** \_\_\_\_\_

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you with many miles of enjoyable driving.

Alicia Boler-Davis  
Sr. Vice President  
Global Quality & Customer Experience

GM CUSTOMER CARE AND AFTERSALES  
DCS3441  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 13, 2014

Subject: 14395 - Customer Satisfaction Program  
OnStar® Module Battery Drain

Models: 2015 Buick Encore, LaCrosse, Regal, Verano; Cadillac ATS, CTS, ELR, Escalade, SRX, XTS; Chevrolet Colorado, Corvette, Cruze, Equinox, Impala, Malibu, Silverado, Sonic, Spark, SS, Suburban, Tahoe, Trax, Volt; GMC Canyon, Sierra, Terrain, and Yukon

To: All GM Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, New Vehicle Sales Manager, and Warranty Administrator

General Motors is releasing Customer Satisfaction Program 14395 today.

The above listed vehicles may potentially be involved in this program. OnStar® is attempting to contact customers with involved vehicles to perform an over-the-air reprogram of the OnStar® module. If the attempt is unsuccessful or if the customer does not agree to temporarily activate OnStar®, the customer will be sent a letter asking them to take their vehicle to their dealer for an OnStar® module replacement and the VIN will be added to IVH. This process will occur approximately every 45 days until all involved vehicles have been either reprogrammed or have been identified as needing the module replaced.

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**Customer Letter Mailing**

The customer letter mailing will begin on December 1, 2014.

**Global Connect (GWM)**

The "Investigate Vehicle History" (IVH) screen will be updated on an on-going basis. This first phase will appear in IVH November 13, 2014. A list of involved vehicles in dealer inventory for the first phase is attached to this message.

As additional phases are released, dealers will receive a VIN list of involved vehicles in dealer inventory.

**Campaign Initiation Detail Report (CIDR)**

The CIDR for the first phase will be available November 21, 2014.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES