

(Letter for Verizon Customers)

CSC-10057647-8944

February 2015

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2008-2010 model year General Motors vehicle may have a performance issue with its OnStar module that could impact the vehicle's battery life. If your vehicle's OnStar module contains this condition, the OnStar green telltale light will be illuminated even when the vehicle is off. This condition can drain your vehicle's battery if the vehicle is not started for approximately four days. The condition may also render your OnStar system inoperative, which would disable all OnStar services, including automatic crash response and emergency roadside services. This condition 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: A set of instructions is included with this notification that provides a simple procedure to perform an OnStar over the air (OTA) programming update, alleviating this condition.

What You Should Do: Follow the procedure exactly as written. If you experience any difficulty with this update or prefer that your <DIV _DLR> performs this update for you, contact your <DIV _DLR> dealer as soon as possible to schedule an appointment for this repair. This module reset will be performed for you at **no charge until February 28, 2017**. After that, any applicable warranty will apply.

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
Pontiac	1-800-762-2737	1-800-833-7668
Saturn	1-800-553-6000	1-800-833-6000
Hummer	1-800-732-5493	1-800-833-6537
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

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 many miles of enjoyable driving.

Alicia S. Boler-Davis
Sr. Vice President
Global Connected Customer Experience

Enclosure
14648

(Verizon Customers)

OnStar Over the Air (OTA) Programming Instructions

1. Press the button on the OnStar mirror that shows a person with sound waves and you will hear the system reply "OnStar Ready".
2. Next say, "Digit Dial" and the response you will hear back is, "Digit Dial. Please say the 1st digit to dial". You will now repeat a series of numbers and wait for the system to confirm the digit as it is heard".
 - Say "Star Key" (you will hear "Star Key" as the response)
 - Say "Two"
 - Say "Two"
 - Say "Eight"
 - Say "Nine"
 - Say "One"
3. Say "Dial", the system will say "Okay, dialing Star 22891".
 - You will hear ringing as the call is being made followed by the message:
"Welcome to over the air programming. Please hold while we update your phone.
This call airtime is free".
4. After approximately 60 seconds, you will hear "Your phone has been updated successfully".

Note: If after attempting to perform these steps, the OnStar® module does not respond, or "Your phone has been updated successfully" is not heard you will need to contact and make an appointment with your GM Dealer to have the OnStar® module reset manually.

(All Other Customers)

February 2015

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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 reset and reprogram the OnStar module. This module reprogramming will be performed for you at **no charge until February 28, 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

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.

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