



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip: Canadian OnStar Subscriber Unable to Receive Turn-By-Turn Directions while Traveling 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This PI was superseded to update Recommendation/Instructions. Please discard PIT5264B.

Condition/Concern

A Canadian OnStar subscriber may comment that when traveling in the United States, they are unable to receive Turn-By-Turn directions.

Recommendation/Instructions

This condition is present due to the existing cellular provider not having roaming agreements in areas outside of Canada to support transmitting of the packet data required for Turn-By-Turn feature to operate.

Customers experiencing this condition may consider one the following alternatives:

1. Destination Download -- if equipped with an OEM factory installed in-dash navigation system, the customer may request the OnStar associate send navigation directions as a "Destination Download" to their navigation screen.
2. RemoteLink™ -- if the vehicle is compatible with the OnStar RemoteLink™ Mobile App, the customer can use the RemoteLink™ app and their smartphone to send the Turn-by-Turn directions directly to their vehicle.

Note: An active smartphone data connection is required, additional carrier charges will apply. See www.OnStar.ca for RemoteLink™ availability.

Important: Advise the customer to consider the following before exercising option #3. Hands Free Calling services will be unavailable with the 500 number. The customer will no longer be able to use their Hands Free Calling (HFC) minutes when the new 500 phone number is loaded. All other OnStar services will remain active and unaffected by the change. If a customer chooses to restore Hands Free Calling in the future a new phone number will be assigned to the vehicle; previous phone numbers are not available.

3. Load a "500 phone number" -- if neither of previous two options is feasible, the customer may contact OnStar and request a 500 phone number be loaded. This will allow for OnStar Turn-by Turn operation while in the United States.

Dealership technicians can contact OnStar via Blue Button Key Press (BBKP) or Land Line 1 (888) 466-7827. Request to speak to OnStar Technical Assistance Team (OSTA) with this change request. This change may take up to five days; requests should be made in advance of travel when possible

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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