



Service Bulletin

PRELIMINARY INFORMATION

Subject: Poor or Distorted OnStar Hands-Free Calling Audio After Canada Upgrade Bulletin 15-08-44-001

Models: 2000-2015 GM Passenger Cars And Trucks

Condition/Concern

A Dealer or customer may notice when dialing certain numbers using OnStar Handsfree Calling, the audio is distorted or has poor quality after performing the OnStar Canada Upgrade (latest version of Bulletin 15-08-44-001). The person on the other end of the call may also mention the call is distorted or has poor audio quality.

Recommendation/Instructions

Engineering is aware of the concern and is currently working of a solution.

Customer Information

Customer Information Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

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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