



Service Bulletin

PRELIMINARY INFORMATION

Subject: Unable To Receive Incoming OnStar Or HFC (Hands Free Calling) Calls

Models: 2002-2009 All GM Passenger Car and Light Duty Trucks Equipped with OnStar Generation 6.4, 6.11, 6.15, 7.0, 7.04, or 7.045

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some OnStar Gen 6.11, 6.15, 7.0, 7.04, and 7.045 customers may report they are unable to receive OnStar HFC (Hands Free Calling) calls and/or the OnStar center is unable to perform remote services.

Recommendation/Instructions

Place a test call to OnStar using the OnStar Blue button and verify the system successfully connects to an advisor.

Place an outbound personal call from the vehicle and verify it connects.

Place an inbound call to the vehicle making sure to dial using the 11 digit phone number (1+area code+number).

If outbound calls can be placed and only incoming calls fail. Cycle power to the VCIM and retest inbound call to the vehicle.

If the power cycle corrects the concern and the module manufacturer is continental. Replace the VCIM.

If the power cycle corrects the concern and the module manufacturer is LG. Please record information from the latest version of PIC4310 and call GM Technical assistance for further assistance

If the concern is still present after the power cycle. Please record information from the latest version of PIC4310 and call GM Technical assistance for further assistance.

Important: DO NOT perform a Set-Up New VCIM / OnStar. If the setup has been performed. Please make sure to provide this info to GM TAC for diagnostic assistance.

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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