



Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: OnStar Gen 8.xC Module Inoperative / Vehicle Battery Discharged

MODELS: 2009 Buick Enclave
2010 Buick LaCrosse
2008-2010 Cadillac CTS
2009-2010 Cadillac SRX, STS
2009 Cadillac XLR
2010 Chevrolet Camaro
2009 Chevrolet Cobalt, HHR, Tahoe, Suburban, Traverse
2009-2010 Chevrolet Corvette, Equinox, Silverado
2009 GMC Acadia, Yukon, Yukon XL
2009-2010 GMC Sierra
2010 GMC Terrain
2009 Pontiac G5, G8, Torrent
2009-2010 Saab 9-5 with Navigation Radio
2009 Saturn Astra, Outlook, VUE

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THIS PROGRAM IS IN EFFECT UNTIL FEBRUARY 28, 2017.
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CONDITION

Certain 2008-2010 model year General Motors vehicles have a performance issue with their OnStar modules that could impact the vehicle's battery life. If the 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 the vehicle's battery if the vehicle is not started for approximately four days. The condition may also render the OnStar system inoperative, which would disable all OnStar services, including automatic crash response and emergency roadside services. This condition can occur even if the vehicle is not actively subscribed to OnStar.

CORRECTION

Dealers are to remove the fuse for the OnStar module to reset it.

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 US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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

No parts are required for this repair.

SERVICE PROCEDURE

Resetting the OnStar Module Manually (Remove Fuse)

1. Locate the fuse for the OnStar® Module.
2. Refer to SI *Electrical Center Identification Views* for OnStar® fuse location.

Note: If no individual fuse location is outlined, refer to *Electrical Component Schematics* which will identify the circuit (fuse) number and location can then be determined.

3. Remove the OnStar fuse for one minute.
4. Install OnStar® module fuse to the electrical center.

CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by February 28, 2016, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer **MUST** provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by February 28, 2016.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

WARRANTY TRANSACTION INFORMATION

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

Labor Code	Description	Labor Time
9101284	Remove and Replace OnStar® Module Fuse (Reset Module)	0.2
9101285	Customer Reimbursement Approved	0.2
9101286	Customer Reimbursement Denied - For US dealers only	0.1

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, from this time forward.

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 in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



(Letter for Verizon Customers)

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

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: 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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Buick	1-800-521-7300	1-800-832-8425
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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

GM CUSTOMER CARE AND AFTERSALES
DCS3563
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 25, 2015

Subject: 14648 - Customer Satisfaction Program
OnStar Gen 8.xC Module Inoperative / Vehicle Battery
Discharged

Models: 2008-2010 Various GM Makes and Models

To: All GM Dealers

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

General Motors is releasing Customer Satisfaction Program 14648 today. The total number of U.S. vehicles involved is approximately 42,187. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on February 28, 2015.

Global Connect (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated February 26, 2015.

Campaign Initiation Detail Report (CIDR)

The CIDR is available as of February 20, 2015.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES