



Service Bulletin

INFORMATION

Subject: OnStar® Voice Fallback Number Update

Attention: This Bulletin applies to vehicles equipped with RPO UE1 OnStar® communication system.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick, Cadillac, Chevrolet, GMC, Pontiac	GM Passenger Cars and Light Duty Trucks	2000	2015			All	All

Condition	Some customers may have received a letter from OnStar® stating that "We recently tried to provide a software update to the OnStar® hardware in your vehicle. However, your system could not be updated remotely. As a result, some of your OnStar® system functions may not be working as expected." The customer is further instructed in this letter to "Please contact your dealer – or any dealer near you – as soon as possible to schedule an appointment for this no-cost software update. Your dealer will reprogram your OnStar® module with an update. This is for vehicles that have previously received the Canada upgrade as described in Service Bulletin #15-08-44-001F."
Cause	During the GM of Canada OnStar® Cellular Communication Upgrade (Bulletin #15-08-44-001F or earlier), some customers received hardware that requires a software update.

Correction

Follow the instructions in Service Bulletin #15-08-44-001G (or later) for Setup and Activation under "For Vehicle MY 2010 and Older", noting the special programming instructions for Pontiac Vibe vehicles.

Warranty Information

Labor Operation	Description	Labor Time
0602058	Communication Interface Module Reprogramming with SPS	0.4 hr

Version	2
Modified	December 10, 2015 – Added 2011-2015 Model Year Vehicles.

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION