



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip: Unable To Connect To OnStar Or Connects Failed To Voice

Models: 2015 - 2017 All GM Passenger Car and Light Duty Trucks With OnStar Gen10
2000 - 2015 All GM Passenger Car and Light Duty Trucks With OnStar Canada Upgrade OnStar 9.4 or Gen 10

This PI was superseded to add 2017 model year, Canada upgrade gen9.4, and keywords. Please discard PIT5389A.

Condition/Concern

A customer may comment that an OnStar (Blue) button, emergency (red) button or/and HFC (call answer/end button) key press results in: Cellular messages, progression tones (1 every 6 seconds), dropped calls or no data on the call with OnStar (failed to voice).

Recommendation/Instructions

Cycle power to the VCIM and place a test call to OnStar. If the concern is still present, install the test antenna and retest operation.

If the above steps do not correct the condition, record the following information and contact GM Technical Assistance.

From GDS2 Record

IDENTIFICATION INFORMATION:

End Model Part Number:

Mobile Equipment Identifier:

OnStar Customer Identifier:

Module Generation Identifier:

GSM Network Code:

Off Board Navigation:

Mobile Identification Number:

Mobile Directory Number:

SIGNAL STRENGTH DATA:

GSM Signal Strength:

Public Land Network Number:

Perform an outbound OnStar personal call

Results:

OnStar key press

Results:

Can the vehicle receive a call?

Results:

- When did the issue start (Date and Time)?
- Has Service Worked in this location before (Y/N):
or If yes, when and where it last worked?

- Does it occur in multiple locations?
- Other vehicle's in the area experiencing the same problem (Y/N):

Note: A possible cause could be a lack/limited cellular coverage, or an outage in the area.

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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