



Service Bulletin

INFORMATION

Subject: Behavior of Non-Upgraded OnStar® Equipped Vehicles Operating in Canada after Decommissioning of 2G CDMA Cellular Networks

Models: 2000-2015 GM Passenger Cars and Light Duty Trucks
2015 Buick Enclave
2015 Cadillac Escalade Models (Built W/O VV4)
2012 Chevrolet Colorado
2015 Chevrolet Camaro, Express, Traverse
2015 Chevrolet Silverado 2500/3500, Suburban, Tahoe (Built W/O VV4)
2012 GMC Canyon
2015 GMC Acadia, Savana
2015 GMC Sierra 2500/3500, Yukon Models (Built W/O VV4)
2005-2010 Pontiac Vibe
Equipped with OnStar® (RPO UE1)

Attention: This Bulletin does not apply to vehicles equipped with RPO UE0.

2G CDMA Decommissioning Information

As previously communicated, Canadian wireless network service providers started to decommission their 2G CDMA networks in select regions in early 2015. The remainder of the 2G CDMA networks across Canada are planned to begin decommission after December 31, 2015. Due to this, all affected OnStar® subscribers who have not yet upgraded their hardware cannot be guaranteed OnStar® service after December 31, 2015, even if they have ordered their hardware upgrade.

For technical reasons, OnStar® is in the process (December 2015) of proactively deactivating OnStar® for subscribers without the necessary hardware upgrade in advance of network decommissioning. The following table summarizes the behaviors that may be observed pre- and post-deactivation, and pre- and post-decommissioning of the 2G network for vehicles that have not been upgraded.

Refer to the latest version of Bulletin #15-08-44-001 "GM of Canada OnStar Cellular Communication Upgrade" to determine if a vehicle is eligible for an upgrade, and confirm with the vehicle owner or check service history to determine if the upgrade has been performed.

	2G Network Up	2G Network Decommissioned
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<p>OnStar Unit DEACTIVATED</p>	<ul style="list-style-type: none"> • First Blue Button press: Plays “Disabled Closed Message” first (stored on hardware), then progression tones (1 every 6 seconds) will be heard until the system times out (after several minutes). No messages will be heard after that. Disabled Closed Message: <i>“Hello and welcome to OnStar. Your OnStar account is currently inactive. Please push the blue OnStar button again to activate your account, learn more about OnStar services, or speak to an OnStar Advisor.”</i> • Second Blue Button press: customer will hear a message telling them the vehicle needs an upgrade to have service and to go to onstar.ca to start the process. Message repeats once and the call is disconnected. Disabled Closed Message: <i>“Thank you for calling OnStar. Due to the Wireless Service Providers decommissioning of the 2G CDMA Network in Canada your vehicle will require a hardware upgrade to activate OnStar Services. To begin the process go to onstar.ca to login to your account or click on Activate Pre-Owned Vehicle and follow the steps to obtain your hardware upgrade. If you have questions you may call an advisor at 877-935-8717.”</i> <ul style="list-style-type: none"> • Red button will be disabled (nothing happens). <ul style="list-style-type: none"> • “Tell-tale green” light will be off <p>Important: Canadian customers travelling in the U.S. may also experience these behaviors.</p> 	<ul style="list-style-type: none"> • First Blue Button press: Plays disabled message first (stored on hardware), then progression tones (1 every 6 seconds) will be heard until the system times out (after several minutes). No messages will be heard after that. Disabled Closed Message: <i>“Hello and welcome to OnStar. Your OnStar account is currently inactive. Please push the blue OnStar button again to activate your account, learn more about OnStar services, or speak to an OnStar Advisor.”</i> • Second Blue Button Press Customer will hear progression tones (1 every 6 seconds) and the system will time out after several minutes, Message heard will be <i>“I’m sorry. I couldn’t connect to OnStar. Please try again.”</i> (or similar) <ul style="list-style-type: none"> • Red button press: nothing happens
<p>OnStar Unit ACTIVE / ENABLED</p>	<ul style="list-style-type: none"> • Blue button press: customer will hear an upfront message telling them that the vehicle needs an upgrade to continue service. BBKP Upfront Message (November 18 – ongoing): <i>“You have reached OnStar. Due to Canada’s 2G Wireless Network Decommissioning your OnStar hardware requires an upgrade to continue your services. Without an upgrade your OnStar service will be deactivated as early as December 1st.”</i> • Red button press: customer will be connected to an Emergency Advisor <ul style="list-style-type: none"> • “Tell-tale” green light illuminated <p>Important: Canadian customers travelling in the U.S. may also experience these behaviors.</p>	<ul style="list-style-type: none"> • Blue button press: Customer will hear progression tones (1 every 6 seconds) and the system will time out after several minutes. Message heard will be <i>“I’m sorry. I couldn’t connect to OnStar. Please try again.”</i> (or similar) <ul style="list-style-type: none"> • Red button press: nothing happens <p>Important: U.S. customers visiting Canada may also experience these behaviors.</p>

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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