



Bulletin No.: PIT5485A

Date: 08-Apr-2016

Service Bulletin

INFORMATION

Subject: Unable Place An OnStar Call With Ignition In On Position After 15-08-44-001 Canada Upgrade

Models:

- 2005-2009 Buick Allure
- 2004 Buick Century
- 2005-2009 Buick LaCrosse
- 2000-2005 Buick LeSabre
- 2004-2007 Buick Rainier
- 2004 Buick Regal
- 2003-2007 Buick Rendezvous
- 2005-2007 Buick Terraza
- 2003-2006 Cadillac Escalade
- 2003-2007 Cadillac CTS
- 2002-2005 Cadillac Deville
- 2004-2005 Cadillac DHS, DTS
- 2002-2004 Cadillac Seville
- 2004-2006 Cadillac SRX
- 2004-2007 Cadillac STS
- 2003-2006 Chevrolet Avalanche
- 2004-2012 Chevrolet Colorado
- 2005-2006 Chevrolet Equinox
- 2004-2005 Chevrolet Express
- 2001-2005 Chevrolet Impala
- 2002-2005 Chevrolet Monte Carlo
- 2003-2007 Chevrolet Silverado
- 2003-2006 Chevrolet Suburban
- 2003-2006 Chevrolet Tahoe
- 2006-2009 Chevrolet Uplander
- 2002-2005 Chevrolet Venture
- 2004-2012 GMC Canyon
- 2002-2009 GMC Envoy
- 2003-2005 GMC Savana
- 2003-2007 GMC Sierra
- 2003-2006 GMC Yukon
- 2003-2007 Hummer H2
- 2006-2011 Hummer H3
- 2002-2004 Oldsmobile Bravada
- 2003-2004 Oldsmobile Silhouette
- 2003-2005 Pontiac Aztek
- 2000-2005 Pontiac Bonneville
- 2002-2005 Pontiac Montana
- 2006-2009 Pontiac Montana SV6
- 2004-2005 Pontiac Sunfire Coupe
- 2004-2007 Saturn Ion
- 2003 Saturn L200
- 2003 Saturn L300

2003 Saturn L200

2003 Saturn L300

2004 Saturn L-Series

2003 Saturn LW 200

2003 Saturn LW 300

2005-2007 Saturn Relay

This PI has been revised to provide updated recommendation and part information. Please discard PIT5485.

Condition/Concern

A dealer or customer may notice they are unable to place calls to OnStar while in ignition ON mode after performing the OnStar Canada upgrade (latest version of bulletin 15-08-44-001. While in run mode, the OnStar button may be pressed with no radio mute or "Connecting to OnStar" message heard but when in accessory mode, the call can be completed as normal.

Recommendation/Instructions

Please check and record DTC's in any modules on the vehicle and record if there are any Malfunction indicator lights illuminated on the IPC/DIC. Please record information from the latest version of bulletin 03-08-46-004. Contact GM TAC OnStar group at 1-800-263-7740 English or 1-800-263-7960 French, Option 4 (OnStar) for further 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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION