



Service Bulletin

INFORMATION

Subject: No Connect With Disabled Vehicle Or Dropped Calls With 1234567890 MIN

Models: 2000 - 2011 GM Passenger Cars And Trucks with OnStar (Gen 6, 7 or 8) U.S only vehicles

This PI was updated to add all gen 8 model years through 2011, remove Canada vehicles, and update process information. Please discard PIC5050.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

A customer may identify a concern of Unable to reactivate a vehicle that has been previously disabled by OnStar. (Deactivated vehicles only)

Recommendation/Instructions

We have found the old deactivation number of 123-456-7890 does not work as well in some areas as the newer 734-843-6002 number.

In an effort to help reactivate vehicles that are unable to connect or connect then drop the call during a reactivation process the following steps should be followed.

1. Technician will need to verify MIN/MDN is 123-456-7890 by using the Tech 2 and going under module setup.
2. Technician will need to program in 734-843-6002 into the MIN/MDN.
3. Technician needs to cycle ignition off, then open and close the driver's door to disable retained accessory power.
4. Technician will need to turn the ignition back on and perform a blue button key press, verify a connection can be made to the OnStar Center.

If performing the above steps does not resolve a no connect or dropped calls for a deactivated vehicle concern, dealer should record module info per the latest version of PIC4310 and call General Motors Technical Assistance for further assistance.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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