



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Off Route Message During OnStar Turn By Turn Operation

**Models:** 2006 - 2017 All GM Passenger Car and Light Duty Trucks  
With OnStar Gen7, Gen8, Gen9 or Gen10

*This PI was superseded to update model years. Please discard PIC5374C.*

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

### Condition/Concern

A customer may indicate that they receive frequent "off route" messages while following Turn by Turn (TBT) Routes.

### Recommendation/Instructions

**Notice:** DO NOT replace the OnStar VCIM for this concern.

Confirm the condition by downloading a route and following the TBT route to determine if multiple "off route" messages are displayed without leaving the route.

Turn the ignition off and cancel RAP. Remove power to the VCIM for 1 hour. Restore power to the VCIM, and drive the vehicle a minimum of 5 miles. It is important to make at least 2 left and 2 right 90 degree turns, to recalibrate the dead reckoning. Retest TBT operation using the previous test route.

### Warranty Information

For vehicles repaired under warranty, please refer to the latest version of bulletin 06-08-47-001 for warranty information on control module reset/configuration.

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.

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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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