



Service Bulletin

PRELIMINARY INFORMATION

Subject: Dead Battery After Exiting The Vehicle While On A Bluetooth Call

Models: 2013-2015 GM Passenger Cars and Trucks

With radio RPO UFU with UP9 or UHQ and OnStar Gen9.6

OnStar Gen 9.6 STID Ranges (OnStar Customer Identifier Parameter on OnStar GDS2 Data List)

STID_RANGE_DESC LOWER_STID UPPER_STID

Gen 9.6L Global A 69849001 70649000

Gen 9.6L Global A 70649001 70700000

Gen 9.6 Global A 79800001 80200000

Gen 9.6 Global A 89000501 90800000

The PI was updated to add additional STID ranges. Please disregard PIC6198.

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

Condition/Concern

A customer may notice that the OnStar® system remains on (green OnStar® LED on) if they perform the sequence below and walk away from the vehicle while talking on their cell phone:

1. With a paired phone, make a Bluetooth call from the vehicle.
2. Turn the ignition off.
3. Open the driver's door to cancel RAP.
4. Let the call automatically transfer to the cell phone.
5. Close the driver's door and lock the doors.
6. Walk away from the vehicle while continuing the same call on the cell phone.
7. Continue talking on the cell phone until out of Bluetooth range and disconnect the call.

If a dealer/customer repeats this sequence, an OnStar® Module battery draw of 240mA or greater may be induced, eventually leading to a dead battery and no start condition if the vehicle remains off for 2-3 days.

Recommendation/Instructions

If a dead battery complaint is received but a battery draw cannot be verified for step by step diagnosis, ask the customer if they last parked their vehicle 2-3 days before the dead battery and exited it while talking on a Bluetooth call.

If so, perform the test sequence above (Steps 1-7) to determine if the concern can be induced.

If the above procedure causes a parasitic draw of 240mA or greater for more than 10 minutes and the green OnStar® LED remains on with the ignition off, push the OnStar® blue button with the ignition off, then disconnect the OnStar call, and note the LED.

If the green OnStar LED is eliminated once the OnStar call has been disconnected, do not replace the OnStar® Module or radio for this concern because engineering is currently evaluating the concern.

In the meantime, advise the customer that a reoccurrence can be avoided if they disconnect their Bluetooth calls by pressing the "transfer to handset" button on the phone or radio display before shutting the vehicle OFF.

If the customer does not do this, it may be necessary to perform an OnStar® button press and then end the call to allow the OnStar® system to properly power down again.

Note: The reason that the parasitic draw must remain for at least 10 minutes is because the OnStar® module sometimes will connect to the OnStar® back office in power off mode to upload data for the OnStar® monthly emails. Also note that pressing the white OnStar call button has no effect on this concern.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
3480308	OnStar Module Power-Off Evaluation	0.3
* This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a permanent solution for this concern. Once a permanent solution is available, this PI will be updated with additional details. In the meantime, ask the customer to disconnect the Bluetooth call and switch to the handset before shutting the vehicle OFF in order to prevent the concern from occurring.

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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