Preliminary Information

PIC4801H Diagnostic Tip - OnStar Turn By Turn /TBT Feature Inoperative

Models

Brand:	Model:	Model Years:	VIN: from	to	Engine:	Transmissions:
All	All	2000 - 2017	All	All	All	All

*Note: This concern applies to U.S vehicles with Gen7, Gen8, Gen9, U.S and Canada Gen10 OnStar Systems, and Canada vehicles with the OnStar Upgrade (per latest version of bulletin 15-08-44-001).

Supersession Statement

This PI was superseded to update Model Years. Please discard PIC4801G.

Condition / Concern

The customer may report that the OnStar center is unable to provide Turn by Turn (TBT) service.

Recommendations / Instructions

Turn by Turn Inoperative Diagnostic Information:
-Turn by Turn feature is only available on Gen 7 and up OnStar systems.
-OnStar system must be activated and configured in order to have Turn by Turn services.
-Vehicle must have Anti-Lock Brakes System to have Turn by Turn feature.
-Vehicle must be in a cellular market that supports Turn by Turn. (Packet Data market)
-Vehicle must have an accurate GPS location.
-If power has been cycled, the vehicle must be driven 5 miles with two 90 degree left and right turns to recalculate dead reckoning.
1) Verify no DTCs are present in the ABS and VCIM of the vehicle.
2) Perform an OnStar blue button press and ask the advisor for a Turn by Turn route to ensure that they can provide a TBT route and have the correct package to provide the TBT service (Guidance package).
3) Make an outgoing call and one incoming call (this helps with any cellular diagnostic that may be performed by the cellular carrier).
Notice: If normal diagnostics do not lead to a resolution, the following information will need to be retrieved from the Tech2 or GDS2 before calling General Motors Technical Assistance:
From the TECH2, select MODULE 2 INFO and obtain the following:
-8 digit GM part number:
-Electronic Serial Number (ESN):
-VCI module station id:
-Module id:
-MIN:
-MDN
From the TECH2, select DATA DISPLAY and obtain the following:
-signal strength: (if available)
-signal type: (if available)
-trans id: (if available)
From the TECH2, select CELLULAR INFORMATION and obtain the following:
-call mode:
-current system id:
-digital home NID:
-digital home SID:
-PRL outdated status:
-PRL version number:
-off board navigation (Gen 7):
-network access: -username:
From the MDI/GDS2, select the IDENTIFICATION INFORMATION and obtain the following:
-end model part number -mobile equipment identifier
-OnStar customer identifier -module generation identifier
-current transceiver identifier
-off board navigation -network access identifier
-call mode -mobile identification number
-mobile directory number
From the MDI/GDS2 select the SIGNAL STRENGTH DATA and obtain the following: -gsm signal strength (if available) -signal type (if available)
From the MDI/GDS2 select Data Display then from the drop down, select GPS DATA and obtain the following:
-dead reckoning calibration
-position calculation method
-date/hour/minute/second -gps signal
Perform an outbound and inbound OnStar personal call:
Inbound: What are the results?
Outbound: What are the results?
Perform an OnStar keypress and record the Results.