



Preliminary Information

PIT5389C Diagnostic Tip: Unable To Connect To OnStar Or Connects Failed To Voice

Product Investigation Review Required

Models

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

Supersession Statement

PIT5389C supersedes PIT5389B on 2/21/2017 to add a step for performing a 5 minute battery power cycle. Please discard PIT5389B.

Note:

2015 - 2017 With OnStar Gen10

2000 - 2015 With OnStar Canada Upgrade OnStar 9.4 or Gen 10

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Condition / Concern

A customer may comment that an OnStar (Blue) button, emergency (red) button or/and HFC (call answer/end button) key press results in: Cellular messages, progression tones (1 every 6 seconds), dropped calls or no data on the call with OnStar (failed to voice).

Recommendations / Instructions

Disconnect the vehicle battery for 5 minutes, then reconnect it and place a test call to OnStar. If the concern is still present, install the test antenna and retest operation.

If the above steps do not correct the condition, record the following information and contact GM Technical Assistance.

From GDS2 Record

IDENTIFICATION INFORMATION:

End Model Part Number:

Mobile Equipment Identifier:

OnStar Customer Identifier:

Module Generation Identifier:

GSM Network Code:

Off Board Navigation:

Mobile Identification Number:

Mobile Directory Number:

SIGNAL STRENGTH DATA:

GSM Signal Strength:

Public Land Network Number:

Perform an outbound OnStar personal call

Results:

OnStar key press

Results:

Can the vehicle receive a call?

Results:

- When did the issue start (Date and Time)?
- Has Service Worked in this location before (Y/N):

or If yes, when and where it last worked?

- Does it occur in multiple locations?
- Other vehicle's in the area experiencing the same problem (Y/N):

Note: A possible cause could be a lack/limited cellular coverage, or an outage in the area.

