



Service Bulletin

TECHNICAL

Subject: Information for Dead Battery After Exiting Vehicle Following Bluetooth Call

This bulletin replaces PIC6198A. Please discard PIC6198A.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore	2014	2014				
	Verano						
Chevrolet	Camaro	2014	2015				
	Cruze	2014	2014				
	Equinox						
	Malibu						
GMC	Terrain						

Region	North America and N.A. Export Regions
Additional RPO	UHQ, UFU
Condition	<p>Some customers may comment on a dead battery after the car sits for 2-3 days if they turned the vehicle off while talking on a Bluetooth call.</p> <p>Note: If the vehicle is towed to the dealer with a dead battery, it is highly unlikely that a battery draw will be verified once the battery is charged.</p>
Cause	<p>This may be caused by the OnStar® module staying awake and inducing a battery draw of 240 mA or greater while waiting for a signal from the radio, which is not received during these exact conditions.</p>

Information

Note: This only applies to radio RPO UHQ or UFU with UP9 when equipped with OnStar Gen9.6 (as identified in STID table below).

OnStar Gen 9.6 STID Ranges (OnStar Customer Identifier Parameter on 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

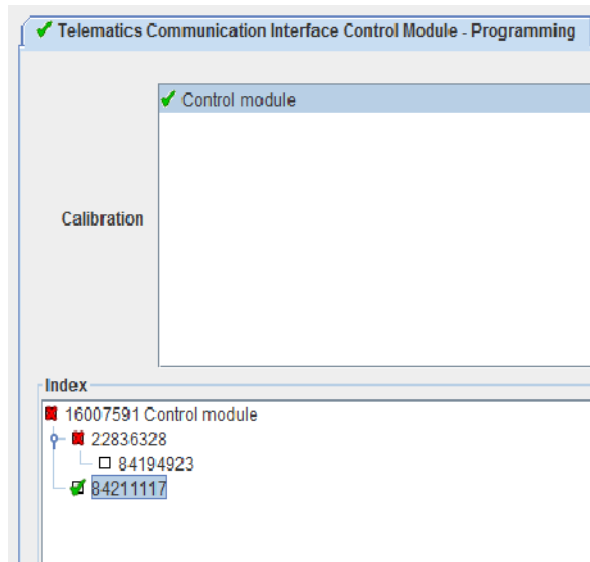
Correction

Important: Verify the battery voltage is more than 12.6 volts but less than 15.5 volts before proceeding with reprogramming. The battery must be fully charged **BEFORE** reprogramming.

If a battery draw cannot be verified, ask the customer if they last parked and exited their vehicle while talking on a Bluetooth call 2-3 days prior to the dead battery.

- If he/she is unsure, pair a phone to the vehicle, place a Bluetooth call, and allow the call to transfer to the handset by turning the ignition off and opening the driver's door.
 - Then, exit and lock the vehicle, walk away while talking on the handset, and disconnect the call once you are out of Bluetooth range.
 - Return to the vehicle and inspect the green OnStar LED status through the window of the vehicle.
- ⇒ If the test procedure immediately above results in a green OnStar LED with the vehicle locked and/or if the customer recalls parking and exiting the vehicle while talking on a Bluetooth call 2-3 days prior to the dead battery, follow the service procedure below to reprogram the Telematics Communication Interface Control Module (Onstar/VCIM) with updated software designed to address this concern.

Service Procedure



Note: The screenshot and software numbers are just one example of what is listed under the Telematics Communication Interface Control Module, depending on the year, make, and model, the screen may look slightly different and different software part numbers may be listed as well.

1. Select J2534 MDI or MDI2.
2. Select Reprogram ECU.
3. Enter VIN.
4. Select Telematics Communication Interface Control Module as the controller.
5. Select Programming & Service Activation as the Function/Sequence.
6. Select Telematics Communication Interface Control Module- Programming tab.

- In some cases, TIS will automatically select the most recent software designed to address this concern. However, if prompted to select a specific software part number, select the part number that is described as being designed to address Bluetooth battery drain.

Important: During reprogramming, the battery voltage must be maintained within the proper range of 12.6-15.5 volts. **CONNECT** the approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool (EL-49642) to the vehicle or the GR8 (EL50313) in the power supply mode.

Warranty Information

Labor Operation	Description	Labor Time
2810415	Communication Interface Control Module Programming and Setup	Use Published Labor Operation Time

Version	2
Modified	Feb. 16, 2017 - Updating Model and Procedure section and adding Information section.

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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