



Preliminary Information

PIT5389E 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 - 2018	All	All	All	All

Note: Applies to All 2015 - 2018 With OnStar Gen10 and 2000 - 2015 With OnStar Canada Upgrade OnStar 9.4 or Gen 10

Supersession Statement

This PI was superseded to update model years. Please discard PIT5389D.

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

Verify the customers concern. 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.

**** NOTE: DO NOT cycle power to the OnStar VCIM prior to calling GM TAC for 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 of a no connect concern could be a lack of cellular coverage, limited cellular coverage, or a cellular service outage in the area.

