



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-215

Date: March, 2018

TECHNICAL

Subject: Red LED, No WiFi Operation, and/or Limited OnStar® Module Functionality After OnStar Module Replacement for Another Condition

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick Cadillac Chevrolet GMC	GM Passenger Cars and Trucks	2009	2018			All	All

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with OnStar® (RPO UE1)
Condition	<p>Some customers may comment on a red LED, no WiFi operation (RPO VV4 only), and/or limited OnStar® module (*or equivalent component - see note below) functionality shortly after having the OnStar® module replaced for something else.</p> <p>Note: Depending on the model and model year, the OnStar® module may also be identified in Service Information (SI), TIS2web, the parts catalog, or the scan tool by any of the following component names:</p> <ul style="list-style-type: none"> • Vehicle Communication Interface Module (VCIM) • Communication Interface Module • Telematics Communication Interface Control Module • OnStar® Vehicle Interface Unit (VIU)
Cause	<p>The condition above may be a result of the replacement OnStar® module not being properly programmed and/or activated.</p> <p>Here is an example of items that may have been done incorrectly during OnStar® module replacement that may result in the condition above:</p> <ul style="list-style-type: none"> • Not programming the replacement OnStar® module even though all replacement OnStar® modules require TIS2web "Programming and Service Activation". • U.S.A. dealers incorrectly selecting the TIS2web selection that refers to Canada upgrade bulletin 15-08-44-001 on a vehicle that has not had the Canada upgrade performed. • Incorrectly selecting an incorrect option from the SPS Supported Controllers screen that does not apply to the vehicle (ie: Export, Only for RPO XXX, etc.) instead of "Programming and Service Activation". • Incorrectly completing the "OnStar WiFi Enable (Gen 10 only) Programming" procedure before the TIS2web "Programming and Service Activation" procedure has been completed (RPO VV4 only). • Not pressing the OnStar® Blue Button to call OnStar and confirm proper operation once the TIS2web "Programming and Service Activation" procedure has been completed when it is required in the "Communication Interface Module Programming and Setup" procedure in SI (*or equivalent SI procedure).

<p>Correction</p>	<p>If this condition started right after OnStar® module replacement, the technician should start by thoroughly reviewing every step of the “Communication Interface Module Programming and Setup” procedure in SI to determine if every step was performed exactly as outlined and/or if any steps were missed. If the technician is unsure, press the OnStar® Blue Button to call OnStar in order to confirm proper operation or not. If any steps were not performed properly or missed, or if OnStar confirms incomplete programming/activation, the technician should carefully perform the “Communication Interface Module Programming and Setup” procedure again from the beginning without skipping any steps and re-evaluate the concern.</p>
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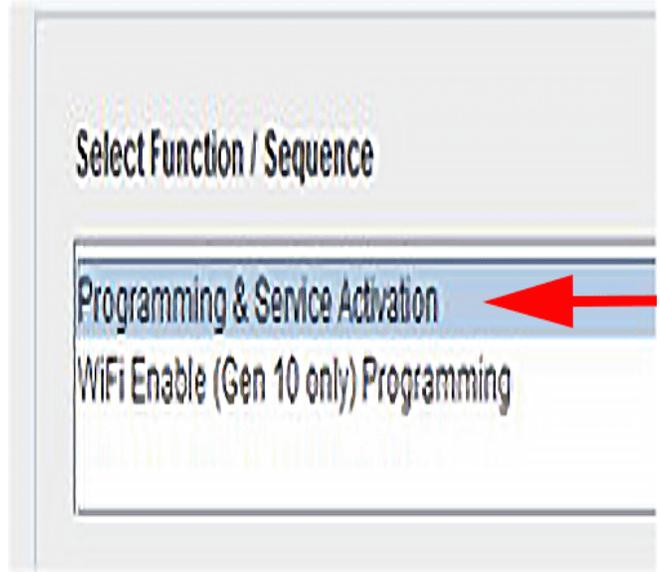
Warranty Information

The OnStar® module replacement labor op/time includes time to properly program and activate the new OnStar® module. As a result, this is not considered a warrantable repair if it started happening shortly after OnStar® module replacement.

Service Procedure

While all of the steps documented in the SI procedure are important, the following list includes 6 important reminders from the “Communication Interface Module Programming and Setup” procedure in SI that must be followed to ensure proper operation of your replacement OnStar module and prevent the condition above:

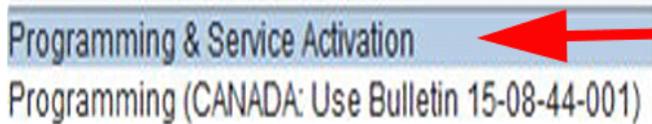
1. All replacement OnStar® modules require TIS2web programming – refer to every step of the “Communication Interface Module Programming and Setup” procedure in SI (*or equivalent) for details.



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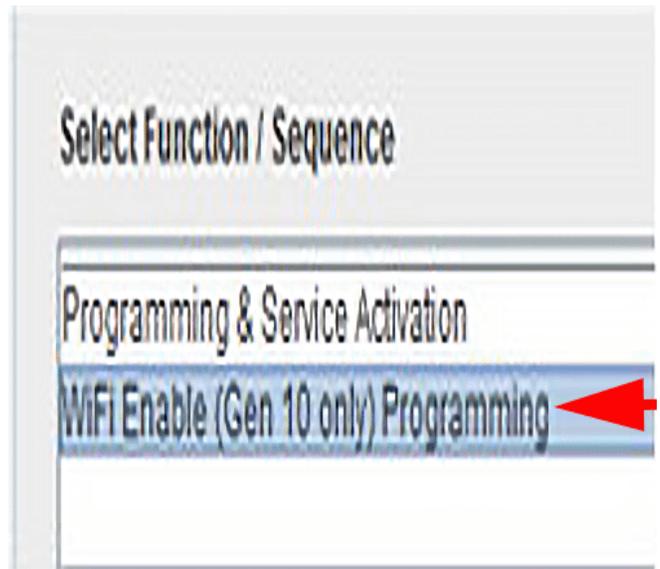
3. To properly program a replacement OnStar® module, select the “Programming and Service Activation” option from the SPS Supported Controllers screen.
4. When launching TIS2web to program a replacement OnStar® module, select the “Replace and Reprogram” option.

Note: The previous issue in Tis2Web that required always having to select the “Reprogram” option has been corrected. You may now select the “Replace and Program” option when appropriate.



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2. U.S.A. dealers should NOT select the TIS2web selection that refers to Canada upgrade “bulletin 15-08-44-001” unless there is a rare exception where they are servicing a vehicle that has had the Canada upgrade bulletin 15-08-44-001 performed on it for some reason. Otherwise, they should never select this option under normal circumstances.



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5. Do not select the “OnStar WiFi Enable (Gen 10 only) Programming” procedure until immediately after the TIS2web “Programming and Service Activation” procedure has been completed (RPO VV4 only).



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6. When required by the SI procedure, press the OnStar® Blue Button to call OnStar and confirm proper operation once the TIS2web “Programming and Service Activation” procedure has been completed. To ensure that OnStar has received everything from TIS2web that they need to confirm proper operation, it is suggested to wait at least 5 minutes and have the vehicle in an area with a clear view of the sky before pressing the blue button to contact them.

Version	2
Modified	February 28, 2018 – Updated the Cause section and Service Procedure Step 4.

