



Preliminary Information

PIC5273E Loss of OnStar Minutes or OnStar Diagnostic E-mail on 8.0L Vehicles

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Allure	2009	All	All	All	All
Buick	LaCrosse	2009	All	All	All	All
Buick	Lucerne	2009	All	All	All	All
Cadillac	DTS	2009	All	All	All	All
Chevrolet	Colorado	2009	All	All	All	All
Chevrolet	Impala	2009	All	All	All	All
Chevrolet	Malibu	2009	All	All	All	All
Chevrolet	Trailblazer	2009	All	All	All	All
GMC	Canyon	2009	All	All	All	All
GMC	Envoy	2009	All	All	All	All
Pontiac	G6	2009	All	All	All	All
Hummer	H2	2009	All	All	All	All
Hummer	H3	2009	All	All	All	All
Saturn	Aura	2009	All	All	All	All
SAAB	9-7X	2009	All	All	All	All

Equipped with RPO UE1 and 8.0L OnStar modules with STID ranges:
40,000,000 - 40,500,000
42,000,000 - 42,500,000

Supersession Statement

This PI was superseded to update the Condition, and Recommendation details. Please discard PIC5273D.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition / Concern

A customer may report they are losing OnStar Personal Calling minutes/units and/or the customer is no longer receiving diagnostic E-mail reports from OnStar.

Recommendations / Instructions

Perform The latest version of Bulletin [08-08-46-008](#).
Once Bulletin [08-08-46-008](#) has been completed, contact the OnStar Customer Care Center by using the OnStar button in the vehicle and reference this PI.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.



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