



# Service Bulletin

Bulletin No.: 19-NA-158

Date: July, 2019

## TECHNICAL

**Subject:** OnStar Hands Free Calling Missing Icon and Inoperative (Canada Only)

**This Bulletin replaces PIC6368. Please discard PIC6368.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Regal	2018	2019			All	All

<b>Involved Region or Country</b>	Canada
<b>Additional Options (RPOs)</b>	Equipped with Infotainment RPO IOS, IOU or IOT and OnStar (RPO UE1) and Canada market (RPO MBC)
<b>Condition</b>	Some customers may comment on no OnStar Hands-Free Calling option in the OnStar app menu on the radio screen and that OnStar Hands-Free Calling is inoperative when pressing the Phone button on the OnStar 3-button assembly.
<b>Cause</b>	The cause of the condition may be a radio calibration anomaly.
<b>Correction</b>	Reprogram the radio with the latest calibration.

### Service Procedure

**Note:** Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

Reprogram the A11 Radio. Refer to *A11 Radio: Programming and Setup* in SI.

### Parts Information

No parts are required for this repair.

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810335*	Radio Reprogramming with SPS	Use Published Labor Operation Time

\*To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The VIN and the job card number on the transaction must match the VIN and job card number associated with the reprogramming event in the SPS system.
- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

**Warranty Claim Code Information Retrieval**

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

<b>Version</b>	1
<b>Modified</b>	Released July 10, 2019

