



Service Bulletin

Bulletin No.: 03-08-46-004W

Date: January, 2020

INFORMATION

Subject: Part Restriction and Ordering Process Information for OnStar® Vehicle Communication Interface Modules (VCIM) (GMNA Only)

Models: 2020 Buick Enclave
2020 Cadillac CT4, CT5, CT6, XT4, XT5, XT6
2020 Chevrolet Blazer, Bolt EV, Camaro, Colorado, Equinox, Malibu, Silverado 1500, Silverado 2500HD/3500HD, Spark, Traverse
2020 GMC Acadia, Sierra 1500, Sierra 2500HD/3500HD, Terrain
Equipped with OnStar® (RPO UE1) and Infotainment System RPO IOR, IOS, IOT or IOU

This bulletin has been revised to update the Model Years and Models. Please discard Corporate Bulletin Number 03-08-46-004V.

Vehicle Communication Interface Module (VCIM) Functional Name Variations

Depending on the Model Year and Vehicle, the VCIM May be Identified in the Service Information and on the Scan Tool by Different Component Functional Names

Review the following list in order to become familiar with the different component functional names:

- Vehicle Communication Interface Module (VCIM)
- Communication Interface Module
- Telematics Communication Interface Control Module
- OnStar® Vehicle Interface Unit (VIU)
- OnStar® Module

Restricted Part Process General Information - ESC Ordering Information

The OnStar® VCIM is currently restricted parts. By working closely with our dealers and technicians, through the part restriction process, the General Motors team will gain a better understanding of any field concerns that may develop.

Only the modules and components involved in a part restriction program require contact with the GM Technical Assistance Center (TAC) in order to obtain the necessary part. Parts such as antennas, cables, etc., are available through the normal parts ordering channels.

The TAC agent will no longer provide a part number back to the dealership when a VCIM is to be ordered. The replacement VCIM that the dealership will receive may have a different part number than the one currently installed in the vehicle.

1. If a replacement VCIM is deemed necessary, the TAC agent will no longer order the replacement part. Instead the dealer **MUST** use the **ONE-TIME USE** authorization number provided by TAC to order a replacement part through an Electronic Service Center (ESC).

The **ONE-TIME USE** authorization number will be linked to the vehicle identification number (VIN) and **CANNOT** be used to order a replacement unit for any other VIN.

Notice: The authorization number provided by TAC will expire after 30 days.

2. Order the replacement unit **DIRECTLY** from the following United States or Canadian ESC.
 - 2.1. In the U.S. from the Specmo Enterprises ESC. Orders can be placed online at www.specmo.com or by phone. Contact them by phone at 800-545-7910 or 248-307-2570.
 - 2.2. In Canada from the York Electronics ESC. Orders can be placed online at www.yorkelec.com or by Fax at 800-361-5396 Calgary **OR** 888-650-9677 Oshawa. Contact them by phone at: 800-361-2894 Calgary **OR** 888-650-9675 Oshawa.

ESC Shipping and Core Return Information

- The replacement VCIM is shipped using standard ground shipment unless otherwise specifically requested by the dealer.
 - ⇒ If the replacement VCIM is not received within seven business days **DO NOT** contact TAC. For any concern regarding the non-receipt, ordering and returning of the core, or an unused/unopened unit contact the ESC to which the order was placed.
- A pre-paid return package label will be included for return shipment of the original VCIM. By returning the original VCIM, within the specified time noted in the documents contained within the packaging of the service replacement unit, the parts department will avoid a significant non-return core charge.

Diagnosing - Replacement - Reprogramming the OnStar® VCIM - General Information

Notice: If the diagnostic steps taken by the technician indicate the VCIM requires replacement, the service department personnel must contact TAC. BEFORE contacting TAC, record all diagnostic readings and measurements from the applicable tests that were performed. The TAC consultant will verify the diagnosis and if a replacement is needed, provide the one-time use authorization number required to order the part.

1. When diagnosing, repairing and reprogramming the OnStar® VCIM, you **MUST** follow the repair, diagnostic and programming information for the specific vehicle in SI. Go to > Service Manual/ Bulletins > Service Manual > Driver Information and Entertainment > Cellular, Entertainment, and Navigation.
2. Examine the original and replacement VCIM. If there are no physical or dimensional differences between the original and replacement VCIM, then install the new VCIM. Refer to > Driver Information and Entertainment > Cellular, Entertainment, and Navigation > Repair Instructions > Communication Interface Module Replacement in SI.
 - ⇒ If the replacement VCIM is physically or dimensionally different from the original, contact the ESC for vehicle to P/N usage verification.

Notice: Failure to perform the proper programming and setup procedures will result in limited or incomplete OnStar® services.

3. Perform the programming and setup procedures. Refer to > Control Module References > Programming and Setup > Telematics Communication Interface Control Module Programming and Setup in SI.
 - ⇒ If there are any issues reprogramming the replacement VCIM, you must contact the Techline Customer Support Center (TCSC).

Required OnStar® Information Before Contacting TAC - Obtain Using GDS 2 and a Multiple Diagnostic Interface (MDI)

Before contacting TAC with an OnStar® concern, you **MUST** obtain certain information from the vehicle. Please refer to the latest version of Corporate Bulletin Number 01-00-89-010 – Comeback Prevention Information and Using Customer Concern Verification Sheets (CCVS) regarding the information required by TAC.

Observe and record the following information before calling TAC:

1. Turn ON the ignition.
2. Connect the MDI to the vehicle.
3. Select: Module Diagnostics.
4. Select: Telematics Communication Interface Control Module.
5. Select: ID Information.
6. Observe and record the following Information:
 - 6.1. End Model Part Number:
 - 6.2. Mobile Equipment Identifier:
 - 6.3. OnStar® Customer Identifier:
 - 6.4. Module Generation Identifier:
 - 6.5. Mobile Identification Number:
 - 6.6. Mobile Directory Number:

If your diagnosis leads you to a B101D and or U18B4 DTC (may indicate an ethernet issue), you will need to provide the following additional information. GM TAC will need to verify the original customer concern that led to the discovery of the DTC B101D and or U18B4 with the technician. Some of the questions GM TAC may ask are:

- Does the customer have an active OnStar account (With data available as applicable) ?
- What happens when an OnStar® key press is made?
- Does the system connect on a key press?
- Does OnStar® have a current GPS location on a key press?
 - ⇒ The sub-code must be recorded (example: B101D SYM39, U18B4 SYM00 or SYM71)
- Is location masking or TTY enabled?

Technicians should select the following menu and record the data from the VCIM.

Module Diagnostics/Vehicle Communications Interface Module/Data Display/DTC Data

- DPID 11 Byte0:
- DPID 11 Byte1:
- DPID 11 Byte2:
- DPID 11 Byte3:
- DPID 11 Byte4:
- DPID 11 Byte5:
- DPID 11 Byte6:
- DPID 17 Byte0:
- DPID 17 Byte1:

- DPID 17 Byte2:
- DPID 17 Byte3:
- DPID 17 Byte4:
- DPID 17 Byte5:

Important: *The information obtained from the vehicle should not be modified in any way unless directed by the GM TAC consultant.*

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