



# Service Bulletin

Bulletin No.: 20-NA-026

Date: July, 2020

## TECHNICAL

**Subject:** Loss of Radio Audio Shortly After an OnStar In-Vehicle Voice Message Is Heard

**Attention:** This bulletin only applies to vehicles equipped with OnStar (UE1), originally sold new in Canada, and previously received the GM of Canada OnStar Cellular Communication Upgrade Service Bulletin 15-08-44-001.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2008	2015	—	—	All	All
	Encore	2013	2014				
	LaCrosse	2010	2014				
	Lucerne	2006	2011				
	Regal	2011	2014				
	Verano	2012	2014				
Cadillac	ATS	2013	2014				
	CTS	2008	2014				
	DTS	2006	2011				
	ELR	2014	2014				
	Escalade Escalade ESV	2007	2015				
	Escalade EXT		2013				
	SRX	2007	2014				
	XTS	2013	2014				
	XTS Limo	2014	2014				
Chevrolet	Avalanche	2007	2013				
	Aveo	2009	2011				
	Camaro	2010	2015				
	Captiva	2012	2014				
	Corvette	2014	2014				
	Cruze	2011	2014				
	Equinox	2007	2014				
	Express	2011	2015				
	Impala	2006	2013				
	Impala E	2014	2015				
	Malibu	2013	2014				
	Monte Carlo	2006	2007				
	Orlando	2012	2014				
	Silverado LD	2007	2016				
Silverado HD	2007	2015					

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
	Sonic	2012	2014				
	Spark EV	2014	2015				
	Spark M300	2013	2014				
	Suburban	2007	2015				
	Tahoe	2007	2015				
	Traverse	2009	2015				
	Trax	2013	2014				
	Volt	2011	2014				
GMC	Acadia	2007	2015				
	Savana	2011	2015				
	Sierra LD	2007	2014				
	Sierra HD	2007	2015				
	Terrain	2010	2014				
	Yukon Yukon XL	2007	2015				
	Yukon Denali Yukon XL Denali	2015	2015				
HUMMER	H2	2008	2009				
Pontiac	G3	2009	2010				
	G8	2008	2009				
	Torrent	2007	2009				
	Vibe	2009	2010				
	Wave	2009	2009				
Saab	9-3	2009	2009				
		2011	2011				
	9-5	2008	2008				
Saturn	OUTLOOK	2007	2010				
	VUE	2008	2009				

<b>Involved Region or Country</b>	Canada and United States
<b>Additional Options (RPOs)</b>	Equipped with OnStar® (RPO UE1)
<b>Condition</b>	<p>Some customers may comment that shortly after the vehicle is started, the OnStar system may play a recorded message through In-Vehicle Voice Messaging (IVVM). When an IVVM message completes and the call ends, audio control may not be returned to the radio until the customer presses either the white OnStar button or the steering wheel control End Call button to clear the condition, or if nothing is pressed then the no audio condition will be reset 20 minutes after ignition off.</p> <p>Use of the Emergency button, OnStar button, or collision notification features will also clear the condition; those operations as well as audible warnings are not affected by this condition.</p>
<b>Cause</b>	The cause of the condition may be involved vehicles that received hardware updates per Bulletin 15-08-44-001 may not have received the software that provides this IVVM update to prevent loss of audio after an IVVM call.
<b>Correction</b>	Replace the OnStar module.

## Service Procedure

**Note:** There is no scan tool data that identifies the OnStar module version in these vehicles. Verify the no audio concern is not related to more common causes prior to utilizing this service bulletin information.

1. While the no-audio condition is present, verify the following item:
  - Audible warnings / chimes are still functional
  - Press the OnStar button or steering wheel End Call button and radio audio returns
  - 1.1. If Audible warnings are non-functional or pressing the OnStar button or steering wheel End Call button does NOT resolve the no-audio condition, then this bulletin information does NOT apply. Refer to published diagnostics in SI for loss of audio.
  - 1.2. If Audible warnings are functional and pressing the OnStar button or steering wheel End Call button returns radio audio operation, then proceed to step 2.
2. Replace the OnStar module. Refer to the appropriate *Communication Interface Module Replacement* document in SI.

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
3422790	Communication Interface Module Replacement	Use Published Labor Operation Time

Version	1
Modified	Released July 22, 2020

