



Service Bulletin

Bulletin No.: 20-NA-196

Date: November, 2020

TECHNICAL

Subject: OnStar Over the Air Update for TTY / TDD Operation and Continuous Improvement Changes

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2019	2020	—	—	—	—
	Encore GX (VIN M)	2020	2021				
	Encore	2021					
Cadillac	CT4	2020	2021	—	—	—	—
	CT5	2020	2021				
	CT6	2019	2021				
	XT4	2019	2021				
	XT5	2020	2021				
	XT6	2020	2021				
	Escalade	2021	2021				
Chevrolet	Blazer	2019	2021	—	—	—	—
	Bolt EV	2020	2020				
	Camaro	2019	2021				
	Colorado	2019	2021				
	Corvette	2020	2020				
	Cruze	2019	2019				
	Equinox	2019	2021				
	Malibu	2019	2021				
	Onix	2020	2021				
	S10	2021	2021				
	Silverado 1500 (New Model)	2019	2019				
	Silverado 1500	2020	2021				
	Silverado 2500HD/3500HD	2020	2021				
	Spark	2019	2021				
	Suburban	2021	2021				
	Tahoe	2021	2021				
Trailblazer (VIN M)	2021	2021					
Traverse	2019	2020					
Trax	2019	2021					

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Acadia	2020	2020	—	—	—	—
	Canyon	2019	2021				
	Sierra 1500 (New Model)	2019	2019				
	Sierra 1500	2020	2021				
	Sierra 2500HD/3500HD	2020	2021				
	Terrain	2019	2021				
	Yukon	2021	2021				

Involved Region or Country	North America, Middle East, Argentina, Brazil, Bolivia, Chile, Colombia, Ecuador, Peru, Uruguay
Additional Options (RPOs)	Equipped with OnStar® (UE1), or Mobile Internet Connectivity (VV4) and <u>without</u> Deactivated Vehicle Communication System (UDA)
Condition	<p>Some customers may inquire about continued OnStar functionality after the 3G network is sunset. Some OnStar modules and services rely on the 3G network for functionality. This includes some TTY/TDD functionalities in certain vehicles. The telecommunications provider is scheduling to sunset the 3G network in February 2022. In addition to this, a continuous improvement software update is being released with updates made on the following areas: TTY/TDD, Turn by Turn (TBT), diagnostics, remote services, GPS time and date, and other general system improvements.</p> <p>Improvements will vary by system generation, model, and model year, but most notable may include:</p> <ul style="list-style-type: none"> • Support 3G sunset requirements • TTY/TDD – Teletype or Text Telephone functionality for speech-impaired, deaf, or hard of hearing persons • Failed remote commands – Stolen Vehicle Slowdown, Remote Ignition Block, On-Demand Diagnostics • Vehicle speed limit values is not stored after boot-up during remote ignition block • Prevent possible incorrect data usage after future network carrier changes are implemented • Prevent possible loss of GPS if cellular carriers enable an MDT (Minimization of Drive Tests – provides carriers information on signal strength and location) feature in their network • GPS time and date reports can cause false messages for Service Air Filter message, incorrect clock time displayed, or Super Cruise disengagement • Super Cruise is inconsistently toggling precise positioning mode. This can cause the Super Cruise system to disengage when no visible issue exists • False collision event call or loss of audio during OnStar call (2021 model year VIP programs only) • Radio stays awake due to TBT route download, or OTA package download failures • TBT destination addresses missing in Recent or Favorites list • DTC enhancements for OnStar to serial data gateway module or radio, clearing DTCs and false loss of communication • Loss of WiFi connection when system transitions from 2G network to 3G network coverage • Dealer service tool capability to clear Stolen Vehicle Slowdown • Navigation pointer drifts on screen • Invalid CAN data causes ECM to trigger false MIL (2020 model year VIP models only) • Wrong icon displayed after a call is disconnected • Location masking data is incorrectly updated • Packet data retry timer expires during an emergency call retry • Cellular Signal quality indicator is set incorrectly • Feature precedence is not implemented for vehicle task manager versus OTA • Invalid GPS data is reported for eCall/ERA variants (non-US markets only)

	<ul style="list-style-type: none"> • Modem reset during an Advisor call • Vehicle charge interrupt data not stored properly
Cause	As the telecommunications industry evolves, the 3G network used by some OnStar modules is being decommissioned, or sunset, to be replaced by newer technologies. Other listed conditions may be caused by software anomalies.
Correction	This update can occur remotely through Over-the-Air (OTA) update to the OnStar module. However, some customers may decline the vehicle update, or the update may be unsuccessful. Along with the vehicles mentioned above, vehicles in unconnected markets, and fleet customers may need the dealer to replace the OnStar module.

Service Procedure

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

1. Certain vehicle radio systems may show an Update History in the radio menu. Before proceeding with diagnostics or part replacements, check the Update History for an OnStar update installed on or after September 10, 2020. The update version number could vary based on OnStar generation, vehicle Year, Make, and Model.
 - 1.1. If an OnStar update was installed on or after September 10, 2020, then this bulletin does not apply. Refer to SI for diagnostic information related to the condition that is occurring.
 - 1.2. If there is no record of an OnStar update installed on or after September 10, 2020, then the over-the-air update may not have occurred on this vehicle. Read the important note then proceed to Step 2.

Important: At the release of this service bulletin, parts are currently not available that are built with the latest software update being delivered via OTA. If a module must be replaced for a failed OnStar OTA message, then the vehicle will have to be re-enrolled in the OTA update process. This re-enrollment occurs automatically. The customer may see additional prompts to install the update package at a later date.

Please encourage that they follow the on-screen prompts and accept the installation when convenient to do so.

2. Does the radio indicate a failed OTA update and to return to the dealer?
 - 2.1. If no failed OTA message is displayed in the radio, this bulletin may not apply. Do NOT replace the OnStar module per this bulletin. Replacement parts currently do not have the fixes being delivered via OTA. Refer to published diagnostics in SI.
 - 2.2. If there is a failed OTA message displayed for the OnStar module, then replace the OnStar module. Refer to the appropriate *Communication Interface Module Replacement* document in SI.

Until such time as revised parts become available, dealers should only replace the OnStar module if the radio indicates this OnStar OTA failed, or when published diagnostics indicate replacement is necessary. This bulletin will be revised once parts containing the fixes become available. That is currently not expected to occur until approximately the second quarter of 2021.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
9700019	Communication Interface Module Replacement for failed OTA update N202298820	Use Published Labor Operation Time

Version	1
Modified	Released October 27, 2020

