



Preliminary Information

PIC6450 Unable To Connect To The OnStar Center

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
All	All	2015 - 2022	All	All	All	All

Involved Region or Country	United States
Additional Options (RPO)	Equipped with OnStar Gen 10 or Gen 11 system (UE1)
Condition	Some customers may comment that the OnStar LED is green, but after pressing the OnStar blue button the system will not connect. If a customer presses the red Emergency button their data will be transferred, but they will be unable to hear the OnStar Advisor and the Advisor will be unable to hear them. Within a few seconds the system will play the message "Your OnStar call has ended."
Cause	The cellular industry is sunsetting the 3G network beginning on February 22, 2022.

Correction:

Advise the customer to contact the OnStar call center at 1-888-4ONSTAR, select Option 3, then Option 1. Inform the advisor that they need the 3G Network Reset via OnStar Technical Assistance (OSTA).

Service Procedure

Important: Do not replace parts for this condition. The following procedure is a temporary recovery process. Please explain to the customer that if this condition occurs again, they may need to repeat the process.

This PI only applies to the specific Condition described above with a green OnStar LED. Other OnStar concerns, such as a red OnStar LED, will continue to be diagnosed and repaired following published SI diagnostics.

- Customer contacts OnStar at 1-888-4ONSTAR, select Option 3, then select Option 1. The customer will be asked to provide identifying information to locate their account.
- Request that the advisor transfer the call to the OnStar Technical Assistance (OSTA) for a "3G Network Reset."

Version History

Version	1
Modified	02/24/2022 - Created on.



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