



# Service Bulletin

Bulletin No.: 23-NA-001

Date: January, 2023

## INFORMATION

**Subject: OnStar Module 2G Sunset Information**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2017	2017	—	—	—	—
	LaCrosse	2011	2013				
	LeSabre	2000	2005				
	Regal	2011	2017				
	Verano	2014	2017				
Cadillac	ATS	2014	2017	—	—	—	—
	CTS	2003	2011				
	DeVille	2005	2005				
	DTS	2011	2011				
	ELR	2014	2016				
	SRX	2011	2016				
	XLR	2004	2009				
Chevrolet	Aveo	2011	2011	—	—	—	—
	Camaro	2010	2015				
	Cavalier	2003	2005				
	Colorado	2002	2017				
	Corvette	2007	2017				
	Cruze	2011	2017				
	Equinox	2010	2017				
	Express	2003	2015				
	Impala	2011	2014				
	Malibu	2011	2017				
	Silverado	2003	2017				
	Suburban	2003	2017				
	Sonic	2012	2017				
	Spark	2013	2015				
	Tahoe	2003	2017				
Traverse	2014	2017					
Uplander	2005	2009					
GMC	Acadia	2014	2017	—	—	—	—
	Savana	2003	2015				
	Sierra	2003	2017				
	Terrain	2010	2017				
	Yukon Models	2003	2017				

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
HUMMER	H2	2003	2007	—	—	—	—
	H3	2006	2010				
Oldsmobile	Aurora	2001	2003	—	—		
Pontiac	Aztek	2001	2007	—	—		
	Bonneville	2000	2005				
	Sunfire	2003	2005				
Saab	9-3	2010	2010	—	—		
Saturn	AURA	2007	2007	—	—		
	OUTLOOK	2007	2009				
	RELAY	2005	2007				
	VUE	2002	2007				

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<p>Some customers may comment on a notification and/or some 2G OnStar module features are no longer operable. The customer concerns may be, but not limited to:</p> <ul style="list-style-type: none"> <li>• OnStar Microphone Malfunction</li> <li>• OnStar Audio Malfunction</li> <li>• OnStar Button LED Malfunction</li> <li>• OnStar Call Center Remote Function Requests Malfunction</li> <li>• OnStar Button Malfunction</li> <li>• Unable to Contact OnStar Call Center</li> <li>• OnStar Voice Recognition Malfunction</li> <li>• OnStar Steering Wheel Control Functions Malfunction.</li> </ul> <p>All other functions within the OnStar module will be unaffected such as: OnStar remote link, Bluetooth, microphone, and GPS.</p>
<b>Cause</b>	On December 31, 2022, the 2G cellular signal will no longer be active, causing some OnStar module features to be inoperable.
<b>Information</b>	<p>The OnStar guardian app is being utilized as a replacement of the OnStar portion of the module.</p> <p><b>Note:</b> The 2G CDMA cellular network was decommissioned across Canada in 2015. Dealers in Canada should refer to Home Office Letter (HOL) #2021-707 Canadian CDMA Upgrade Program Sunset.</p> <p><b>Do Not</b> replace the OnStar module because of 2G shutdown.</p> <p>If a vehicle did not respond to, or the customer did not receive notification of the OnStar deactivation, and is brought into service for inactive/broken/inoperable OnStar features, do not replace the module. The module is not broken.</p> <p>Any other function in the Telematics Communication Interface Control Module (other than OnStar), technicians are directed to diagnose as directed by SI.</p> <p><b>If a customer comes in for a concern that pertains to this bulletin, please direct them to the OnStar Guardian app.</b></p> <p><a href="https://www.onstar.com/us/en/guardian-app/gm-owner/">https://www.onstar.com/us/en/guardian-app/gm-owner/</a></p>

<b>Version</b>	1
<b>Modified</b>	Released January 06, 2023

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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