



Service Bulletin

Bulletin No.: 23-NA-065

Date: August, 2023

TECHNICAL

Subject: OnStar Inoperative after Importing Vehicle from Canada to the United States

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:								
		from	to	from	to										
Buick	Cascada	2016	2019	—	—	—	—								
	Enclave	2017	2023												
	Encore	2015	2022												
	Envision	2016	2020												
	LaCrosse	2015	2019												
	Regal	2015	2020												
	Verano	2015	2016												
Cadillac	ATS	2015	2019					—	—	—	—				
	CTS														
	CT6	2016	2020												
	ELR	2015	2016												
	Escalade Escalade ESV	2015	2020												
	XT5	2017	2023												
	XTS	2015	2019												
Chevrolet	Bolt EV	2017	2023									—	—	—	—
	Bolt EUV	2022	2023												
	Camaro	2015	2024												
	Colorado	2015	2022												
	Corvette	2015	2019												
	Cruze	2016	2019												
	Equinox	2015	2023												
	Express	2017	2023												
	Impala	2015	2020												
	Malibu	2016	2023												
	Silverado 1500	2015	2018												
	Silverado 1500 (New Model)	2019	2019												
	Silverado 2500HD/3500HD	2015	2019												
	Silverado MD	2019	2023												
	Sonic	2015	2020												
	Spark	2015	2020												
SS	2015	2017													
Traverse	2018	2023													
Trax	2015	2022													
Volt	2016	2019													

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Acadia	2017	2023				
	Savana	2017	2023				
	Sierra 1500	2015	2018				
	Sierra 1500 (New Model)	2019	2019				
	Sierra 2500HD/3500HD	2015	2020				
	Terrain	2015	2023				

Involved Region or Country	United States, Canada
Additional Options (RPOs)	Equipped with RPOs MBC, UE1, and/or Z49
Condition	Some customers may comment on their OnStar being inoperable.
Cause	The cause of the condition may be when a vehicle is imported from Canada to the United States, a timeout of the Telematics Control Module fails to connect to a Canadian cellular tower and cannot find a cellular network in the United States.
Correction	Update the Telematics control module. Please select the update that references this bulletin number, 23-NA-065 .

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

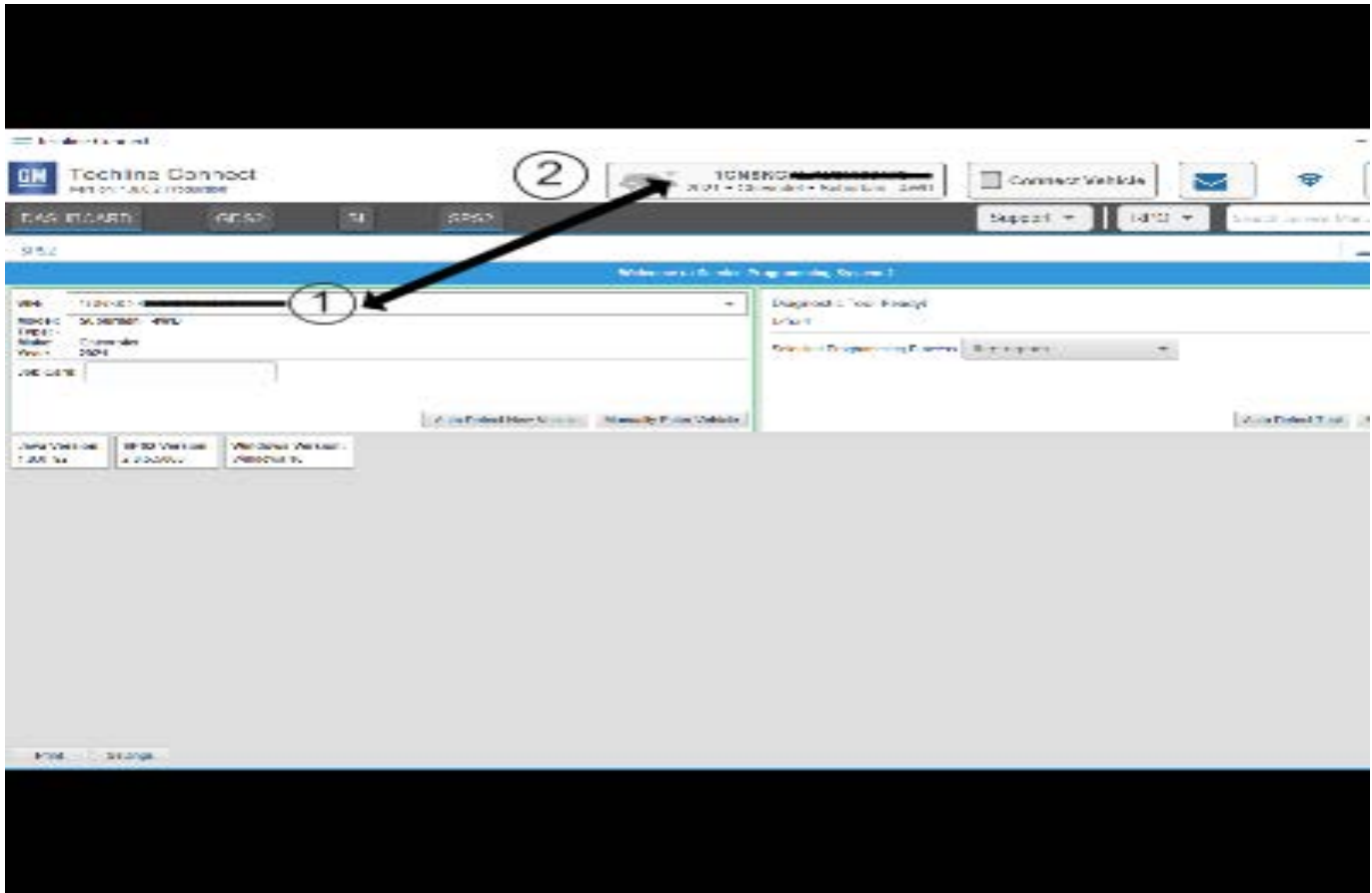
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.

- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

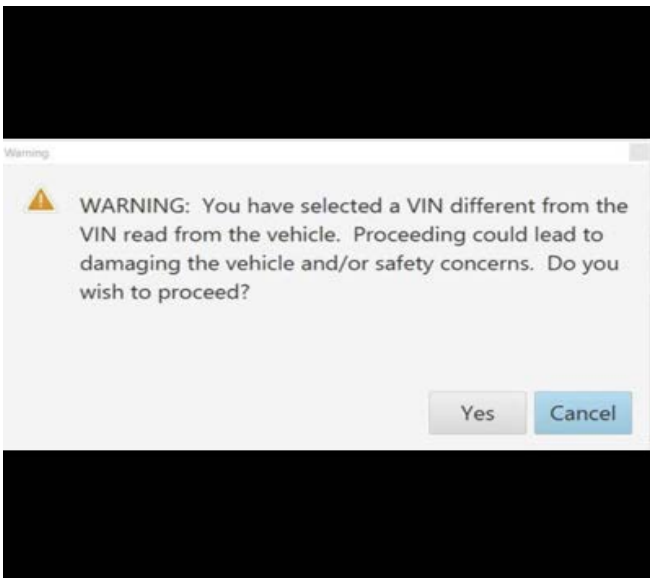
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.

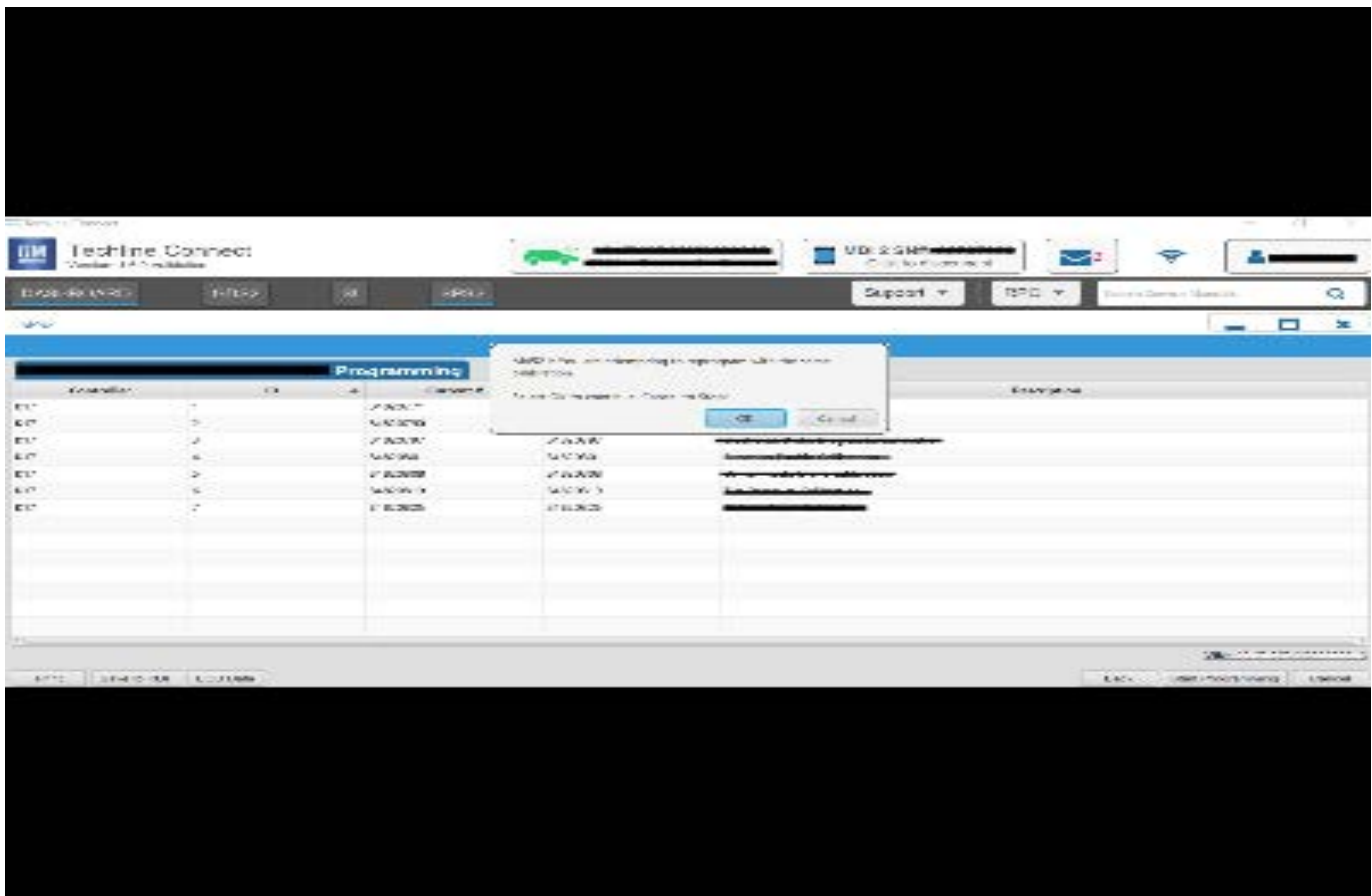


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Important: If the vehicle VIN DOES NOT match, the message below will be shown.



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Important: Techline Connect screen shown above.

Important: If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. Document the WCC on the job card. No further action is required. Refer to the Warranty Information section of this bulletin.

1. Reprogram the Telematics Control Module. Refer to *K73 Telematics Communication Interface Control Module: Programming and Setup* in SI.



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Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

2. Record the SPS Warranty Claim Code on the job card for warranty transaction submission.

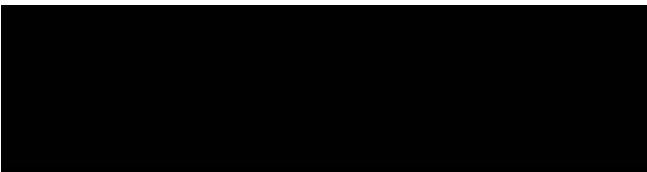
Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2889498*	Update Telematics Control Module via SPS for Vehicles Imported from Canada to the United States	0.3 hr

*This is a unique Labor Operation for bulletin use only.

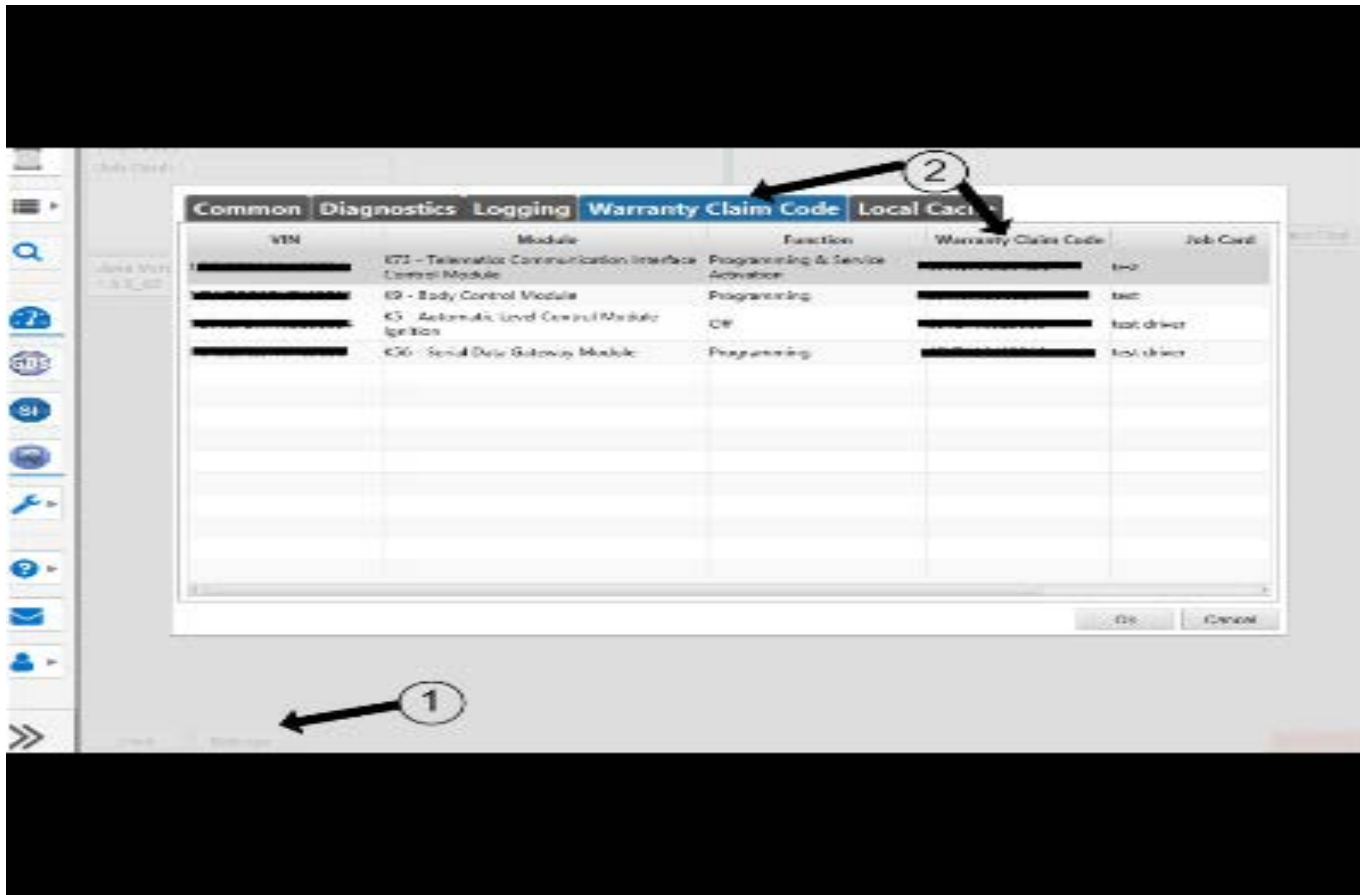
Important: To avoid warranty transaction rejections, carefully read and follow the instructions below:



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- The Warranty Claim Code must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

Warranty Claim Code Information Retrieval



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If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	2
Modified	Released April 12, 2023 Revised August 14, 2023 – Updated and added several Vehicles and Model Years

