



Service Bulletin

Bulletin No.: 23-NA-065

Date: October, 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 features no longer working if their vehicle was imported from Canada to the United States. |
| 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 | <p>Note: Some Model Year 2015 vehicles are built with Gen 9 OnStar modules. If you have a MY15 vehicle with a Gen 9 OnStar module, this bulletin does not apply.</p> <p>Update the Telematics control module. Please select the update that references this bulletin number, 23-NA-065.</p> <p>Note: Please be patient when you press the blue OnStar button for the first time. You will hear a series of beeps that may last over a minute. Please do not hang up or turn the vehicle off. A successful connection will be made and the beeping will end and an advisor will then connect to the vehicle.</p> |

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

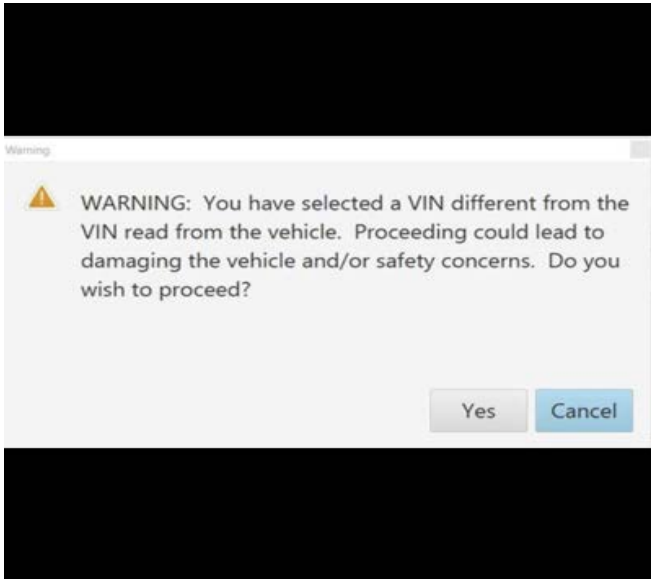
charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

- 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.

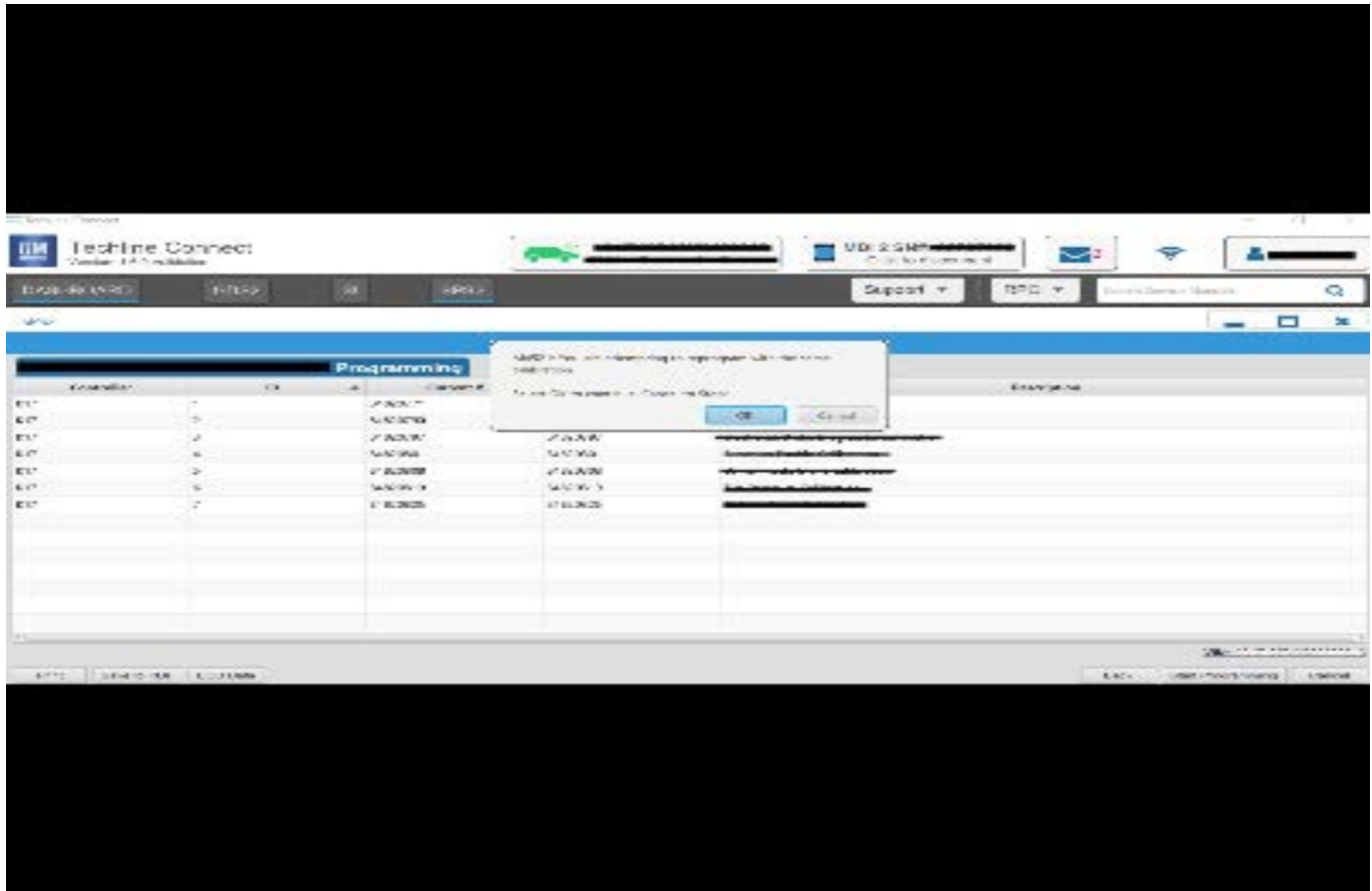
Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- 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.

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



5877000



5644477

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.



5644478

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.

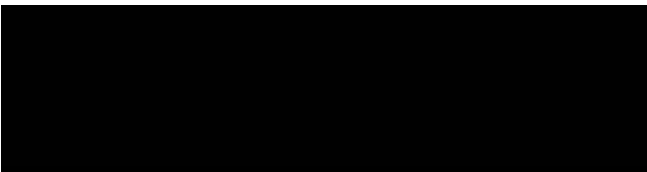
Warranty Information

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:



Labour Time [\[Top\]](#)

Labour Operation Code:

Additional labour op code information:

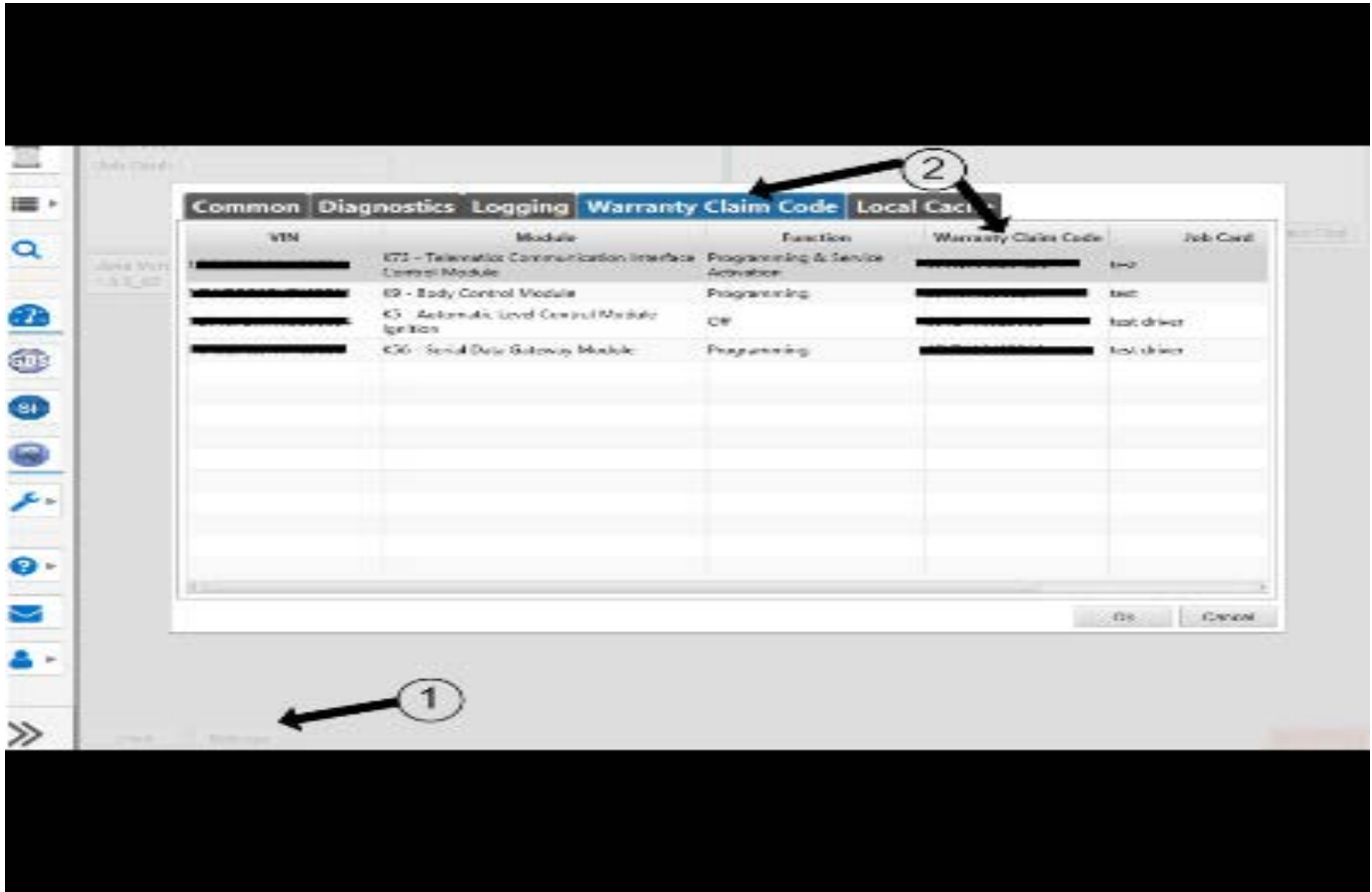
SPS Warranty Claim Code:



6125814

- 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



6125774

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 | 3 |
| Modified | Released April 12, 2023 Revised August 14, 2023 – Updated and added several Vehicles and Model Years Revised October 16, 2023 – Updated the Condition section and added two Notes to the Correction section. |

