



Service Bulletin

INFORMATION

Subject: GM of Canada OnStar® Cellular Communication Upgrade

Models: 2000-2014 GM Passenger Cars and Light Duty Trucks
2015 Buick Enclave
2015 Cadillac Escalade Models (Built W/O VV4)
2015 Chevrolet Camaro, Express, Traverse
2015 Chevrolet Silverado 2500/3500, Suburban, Tahoe (Built W/O VV4)
2015 GMC Acadia, Savana
2015 GMC Sierra 2500/3500, Yukon Models (Built W/O VV4)
Equipped with OnStar® (RPO UE1)

Attention: This Bulletin does not apply to vehicles equipped with RPO UE0.

This Bulletin has been revised to update the Kent Automotive phone number in the Parts Information sections, information in the Claiming Information, and instructions for 2011 MY and above. Restructured the Software Calibrations Requirements. Changed OnStar Module P/N 23230482 to 23383877 (Grand Prix Only). Added a statement about aftermarket equipment and a keyed cable P/N 23310710. Please discard Corporate Bulletin Number 15-08-44-001.

Canadian Upgrade Program Overview

Canadian wireless service providers plan to decommission their 2G Code Division Multiple Access (CDMA) network through 2015. OnStar® currently depends on active and functioning 2G CDMA networks to deliver services. As a result, in order to continue to provide OnStar® services without interruption, Canadian vehicles that do not have OnStar® 3G/4G LTE will need a hardware upgrade.

In order to upgrade their vehicle hardware and continue receiving OnStar® services, a customer will receive a letter from OnStar® with instructions for the upgrade process when the hardware is available for installation on their vehicle. There are different versions of hardware required for vehicles that will be available at different times in early 2015, so it is important that customers first receive the communication from OnStar® to begin the upgrade process.

Software Calibrations within the Procedures Below that MUST be Completed before Proceeding with this Bulletin:

Volt and ELR

- 2011-2014 Chevrolet Volt and 2014 Cadillac ELR – #PIC5920: Vehicle Will Not Charge And Hybrid Loss Of Isolation With DTC P0AA6
Note: 2011-2014 Chevrolet Volt and 2014 Cadillac ELR — the HPCM2 and BECM **Must Be** updated with the latest calibrations available on TIS2WEB prior to proceeding with OnStar® cellular communication upgrade. Use the unique labor operation in the #PIC5920.
- 2011-2012 Chevrolet Volt – #11342E: Customer Satisfaction - Enhancements for Side Impact Pole Performance

All Vehicles with Radio RPOs IO3, IO4, IO5, IO6, or (RAO – UA3)

- 2013-2015 Vehicles with radio RPOs IO3, IO4, IO5, IO6, or (RAO – UA3) (ATS Base Radio) – use latest version of PI1238: No XM on Start-Up when Manually Tuned and/or Using Voice Recognition, No Radio Wake-Up
Note: 2013-2015 Vehicles with radio RPO's IO3, IO4, IO5, IO6, or (RAO-UA3) (ATS Base Radio) Ensure that the radio has the latest calibration available on TIS2WEB prior to proceeding with the OnStar® cellular communication upgrade. As stated in this PI, the "Audio Soft Version" label should

be 000474 or lower before continuing. If version 000477 is already installed, reprogramming is not necessary. DO NOT reprogram. Software corruption may occur. Use the unique labor operation in the #PI1238.

Please Be Sure To Read These Important Guidelines:

- The customer must accept OnStar's "User Terms, Privacy Statement and Software Terms" in order to get the hardware upgrade. The customer can provide their acceptance at www.onstar.ca by logging into their OnStar® account.
- After accepting the OnStar® User Terms and Conditions the customer will need to call the OnStar® call center to begin the ordering process.
English/French: 1-877-935-8717
- Some customers will be required to purchase a 1-year, non-refundable OnStar® Service Plan at the regular retail price (no discounts are available):
 - ⇒ 1-year OnStar Protection Plan: \$249.90 + tax
 - ⇒ 1-year OnStar Security Plan: \$299.90 + tax
 - ⇒ 1-year OnStar Guidance Plan: \$399.90+ tax
- The 1-year OnStar® Service Plan is non-refundable or transferable to another person. Upgrades can apply unused subscription months to a new or Certified Pre-Owned OnStar® equipped GM vehicle purchase or lease prior to the expiration date.
- Hardware will be ordered and shipped to the customers selected dealer for installation.
- Hardware upgrade sets are VIN specific and must be installed on the vehicle that the set was ordered for.
- Actual odometer reading must be used on the Repair Order (RO).
Note: DO NOT estimate the odometer reading of the vehicle.
- Customers will receive a new Hands-Free Calling number once the new hardware is installed and configured.
- Any nametags that were stored in the old system will need to be reset by the subscriber once the new hardware is installed.
- Customers are responsible for the charges described in the communication from OnStar® regardless of whether their vehicle is in or out of the New Vehicle Warranty period. In addition, customer should not be charged labor costs. Dealers can charge GM the labor for the upgrade as specified at the end of this bulletin used the listed labor operation.
- All GM vehicles built in 2000 and after, and that are equipped with digital hardware, are eligible for an OnStar® hardware upgrade.

Aftermarket Equipment Installed

Prior to starting the upgrade the technician should inspect the radio to verify that the GM original equipment radio is present and functioning. If an aftermarket radio, navigation, amplifier, or bluetooth has been hard-wired into the vehicle, ensure that the Service Advisor is aware and the customer has approved to go ahead with the upgrade given the risk that their aftermarket accessory and/or OnStar® might not work after the upgrade has been completed.

Note: The following statement was presented to the customer in their original offer communication.

"Vehicles equipped with hard-wired aftermarket electronic equipment, such as radios, receivers, navigation systems, amplifiers and bluetooth systems may not be compatible with the upgraded OnStar hardware. If this type of equipment is installed in your vehicle and you choose to upgrade your OnStar hardware, your OnStar® system and the aftermarket equipment may not operate after the upgrade, and you will be responsible for any extra costs associated with upgrading the vehicle's OnStar® hardware, including any costs to reverse the installation."

Part Ordering Process – Active OnStar® Subscribers

To upgrade their vehicle to an OnStar® 4GLTE (Generation 10) or 3G (Generation 9.4) system, the customer must do the following:

1. Currently have an active OnStar® service plan.
2. Have received an upgrade communication letter from OnStar®.
Note: OnStar® will communicate to subscribers when their specific hardware is available. Not all hardware types will be available at the start of the program.
3. Go to the website www.onstar.ca and sign into their OnStar® Account to accept OnStar's "User Terms, Privacy Statement and Software Terms".
4. Contact OnStar® to initiate the hardware order:
 - "User Terms, Privacy Statement and Software Terms" must be accepted prior to ordering hardware.
 - English/French 1-877-935-8717
5. Purchase a one year (annual) service plan (as required) on the OnStar® website or through the OnStar® Advisor.
 - Service Plan is non-refundable, when required
 - Current Basic Plan, 2014 Remotelink Key Fob Service, and Factory Trail Service customers may not require a commitment

- Unused portions of the annual package is transferable to a new OnStar® 4GLTE equipped vehicle
6. Wait for selected Dealer to schedule an appointment with the customer.

Take the vehicle to the dealership on the appointment date for the hardware installation and activation.

Part Ordering Process and Hardware Installation – New Unsold Vehicles on Dealers Lot

1. Dealers will automatically receive OnStar® hardware upgrade kits for affected dealer new vehicle inventory beginning spring 2015.

Note: Not all upgrade modules will be available at program launch, modules will be release for dealer inventory when they are available. Upgrade kits are VIN specific, installing a kit in another vehicle will cause configuration issues and might result in damaging the module.

2. Dealer will be provided a summary by e-mail of the parts being shipped (FEDEX) to their dealership from York Electronics.

Note: On reviewing the list, if the vehicle is no longer in the dealer inventory (either due to sale or dealer trade) contact York by phone, e-mail, or fax to get a Return Material Authorization. Parts should not be forwarded to the dealer or installed in the customer's vehicle.

York Contact Information:

Eastern Canada

Phone: English 1-888-650-9675 ext. 307

Phone: French 1-888-650-9675 ext. 302

Fax: 1-888-650-9677

E-mail: info@yorkelec.com

Western Canada

Phone: 1-800-361-2894 ext. 1

Fax: 1-800-361-5396

E-mail: info@yorkelec.com

3. Technician will install parts, program the module using Service Programming System (SPS) available on TIS2WEB, and confirm connection.

- Service Technician will follow the installation instructions below.

4. If successful, the tech will simply verify activation is complete.

Upon confirmation of successful hardware installation, apply the OnStar® 4G Wi-Fi sticker to the vehicle near the price and fuel economy label, the vehicle is ready for sale.

Note: These vehicles will not behave exactly like those with factory installed modules. The OnStar® activation message will begin to play once the vehicle is driven 1.6 km (1 mile) and will play at each key cycle until the vehicle is sold and the customer has accepted the OnStar® User Terms, Privacy Statement and Software Terms. For some vehicles the OnStar® icon on the radio display screen will be grayed out and inactive after the upgrade. This icon becomes active once an active OnStar® account is added to the vehicle. It is important to note that the Wi-Fi feature will be active and can be used in demonstrations.

Customer Hardware Upgrade

To complete the hardware upgrade for a customer's vehicle to an OnStar® 4GLTE (Generation 10) or 3G (Generation 9.4) system, the dealership will complete following below:

1. Direct all customer questions to OnStar®.
 - If the customer has received the upgrade letter and they have additional questions, they can call OnStar® at 1-877-935-8717 (English/French) or by pressing their blue button.
 2. Dealers will be notified daily by e-mail of orders placed for their dealership with related customer contact information.
 3. Dealers will contact the customer to schedule an appointment.
- Technician will verify VIN and customer information on Kit with VIN of installation vehicle (do not install hardware if VIN does not match)

Note: Installing the hardware in the wrong vehicle might damage the hardware.

- Tech will complete installation of hardware.
- Tech will use Service Programming System (SPS) to activate the hardware.
- The upgrade module can only communicate with the GDS 2 diagnostic tool.

Tip: Some 2013 and prior vehicles are supported by the Tech 2 diagnostic scan tools. The Tech 2 is not capable of communicating with the upgraded OnStar® module. GDS 2 must be utilized to perform diagnostics specific to the upgraded OnStar® system on these vehicles.

Note: It is important to correctly complete the following step in order to avoid manual configuration.

4. The technician will push the OnStar® Blue Button to confirm successful activation.
5. Upon confirmation of successful activation, the vehicle is ready for customer pick up.

Replacement Instructions

For the HUMMER H2 MY 2003-2007 Follow the Instructions Listed Below:

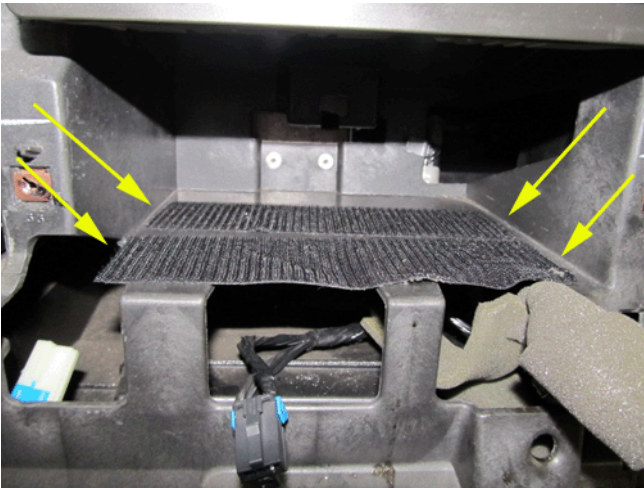
Note: Technician will verify VIN and customer information on Kit with VIN of installation vehicle (do not install hardware if VIN does not match)

1. To access the OnStar® module, refer to the Service Information (SI) for the appropriate procedure.

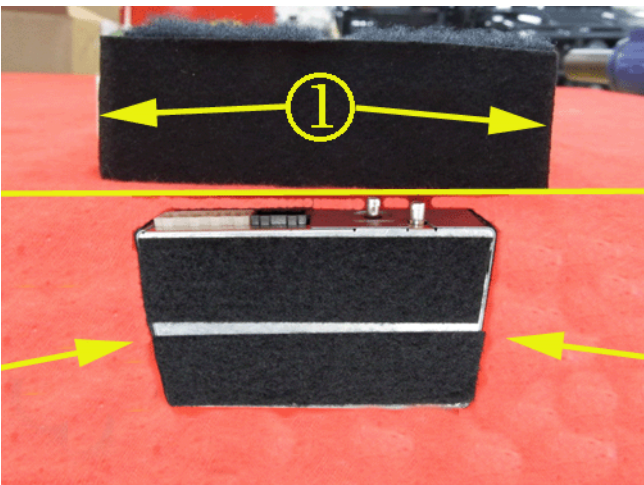
Note: After the removal of the original OnStar® module, modification of the new module is required to secure the module into place.



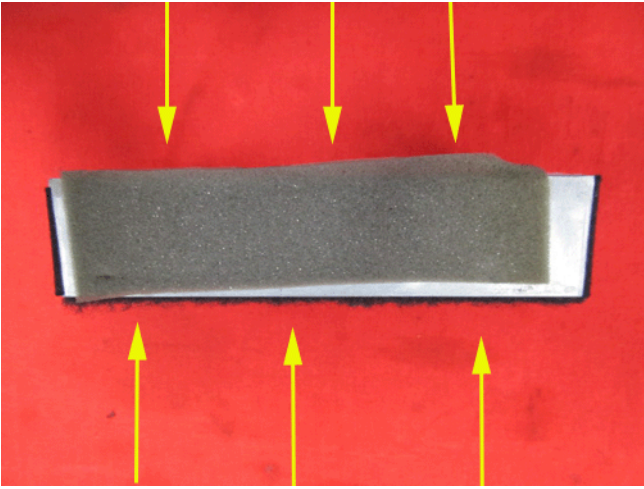
2. Obtain two strips, approximately 177 mm (7 inches) in length, of 2" Velcro® 191195 Reclosable Loop Fastener Tape (hook and loop) or equivalent and apply one side of the tape to the bottom of the module as shown above.



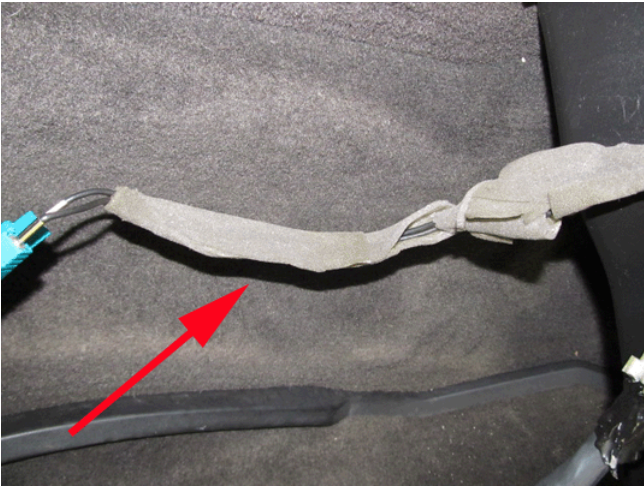
3. In the open space in the instrument panel (I/P), where the original module was, install on the bottom portion of I/P the other side of the 2" Velcro® 191195 Reclosable Loop Fastener Tape (hook and loop) or equivalent as shown above.



4. Cover both sides of the module with BRS Tape KT13487 (1) or equivalent, as shown above.



5. Cover the back of the module with 3M™ 4314 Urethane Foam ($\frac{1}{2}$ " x 7") or equivalent as shown above.
6. Install the female to male cable (P/N 23242476) to the vehicle's GPS antenna cable.
7. Install the UHF adaptor cable (P/N 23242478) to the vehicle's cellular (purple) cable.



8. Wrap the female to male cable and the UHF adaptor cable with 3M™ 4314 Urethane Foam Tape or equivalent to eliminate any potential noise as shown above.
9. Transfer the Bluetooth Antenna, if equipped, to the new module.
10. Connect the female to male cable (P/N 23242476) to the module's outboard connector (GPS).
11. Connect the UHF adaptor cable (P/N 23242478) to the module's inboard connector (cellular).



12. Secure the module to the recently installed Velcro® 191195 Reclosable Loop Fastener Tape (hook and loop) or equivalent inside the I/P as shown above. Ensure to position the cables out of the way of the module while installing.
13. To reassemble the vehicle, refer to the Service Information (SI) for the appropriate procedure.

14. To program the control module, perform the following procedure:

14.1. Install EL-49642 SPS programming support tool .

Note: Due to a change in SPS you must select 'Reprogram ECU', for Telematics Communication Interface Control Module Programming from the Selected Programming Process even if the unit is being replaced.

If 'Replace and Program ECU' is selected the Telematics Communication Interface Control Module will not be listed in the Supported Controllers screen. You must go back and select 'Reprogram ECU.'

14.2. In the SPS Supported Controllers screen, depending the model year, there will be one of three options that are listed below.

Select the appropriate option for the vehicle:

- Mobile Telephone Communications Interface Control Module (Use ONLY per Bulletin 15-08-44-001)
- Telematics Communication Interface Control Module (Use ONLY per Bulletin 15-08-44-001)
- Vehicle Communication Interface Module (Use ONLY per Bulletin 15-08-44-001)

14.3. Follow the on-screen instructions to complete programming.

Note: If there is a programming issue, please contact Techline Customer Support Center (TCSC) at 1-800-828-6860 (1-800-503-3222 for French).

15. Turn the ignition to the OFF position and wait five minutes.

Notice: A 5 minute wait time is required to avoid configuration errors.

Note: Do **NOT** press the RED (OnStar® Emergency Button) at any time during the installation. This will cause module configuration issues.

16. Turn the ignition to the ON position and press the OnStar® Blue Button to call OnStar®.

Note: The vehicle must be located in an area with a strong cellular network to perform this step.

Important: The customer **SHOULD NOT** be the first one to press the OnStar® Blue Button after installation.

16.1. The technician will hear a message stating "Hello and welcome to OnStar®. Your OnStar® account is currently inactive". Please push the OnStar® Blue Button again to activate your account, learn more about OnStar® services, or speak to an OnStar® Advisor.

16.2. The technician will announce themselves by first name, dealership name and explain the vehicle has been upgraded for **Canadian CDMA Transitions**.

Note: During activation with the OnStar® Advisor, the French Language option may be requested.

16.3. OnStar® advisor will confirm that the vehicle is set up correctly and if no issues were identified.

17. If the OnStar® advisor identifies an issue they will complete a manual configuration while on the call. The technician will complete the manual configuration call with the OnStar® Advisor.

17.1. The technician will need to provide the following information for a manual configuration:

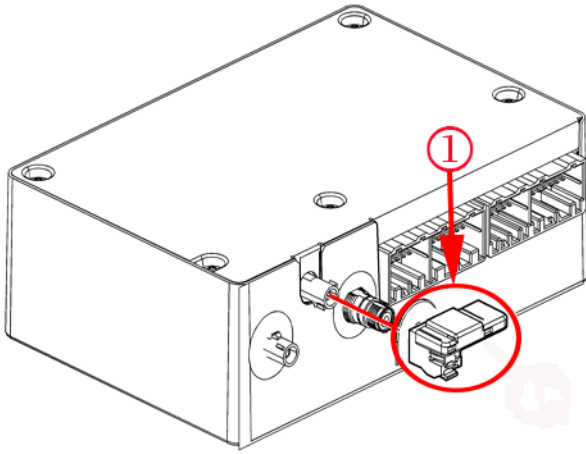
- Customer Name
- Dealer Code with Division
- Vehicle VIN or:
 - ⇒ OnStar® Account Number
 - ⇒ Old STID – located on the label of the original module (for customer vehicles this is also located on the Upgrade kit packing slip)
 - ⇒ Customer Phone Number

18. Upon confirmation of successful hardware installation, the procedure is complete.

For Vehicle MY 2010 and Older, Follow the Instructions Listed Below:

Note: Technician will verify VIN and customer information on Kit with VIN of installation vehicle (do not install hardware if VIN does not match)

1. To access the OnStar® module, refer to the Service Information (SI) for the appropriate procedure.

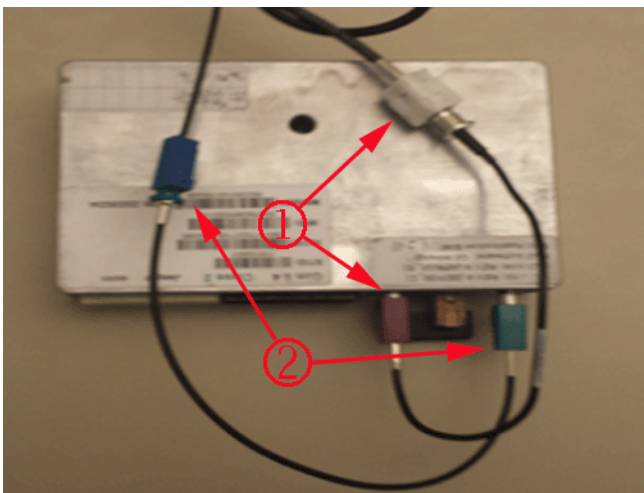
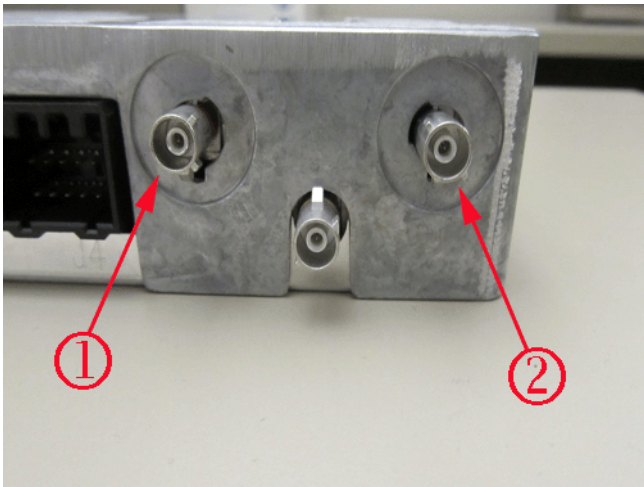


2. If installing the modules P/N 23230482, 23230536, 23230537, 23235220, 23235227, 23235234 and 23383877, transfer the Bluetooth Antenna(1), if equipped, to the new module.

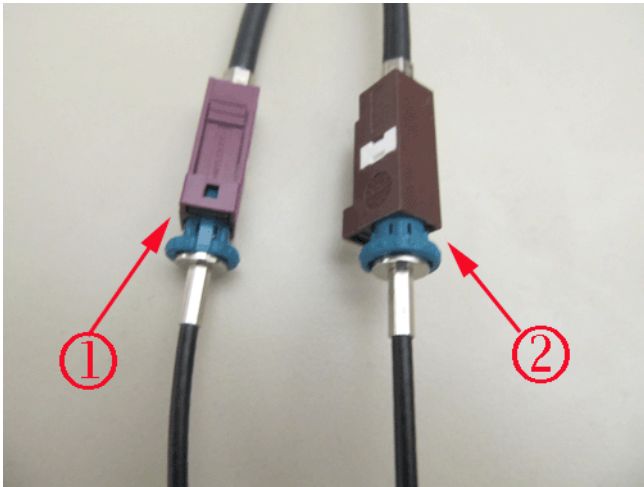
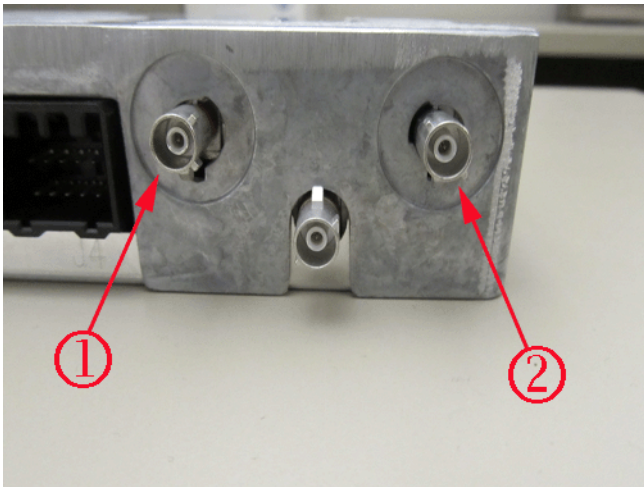
Note: For all other module P/Ns the Bluetooth Antenna is not required and may be discarded.

3. Install the new module and connect the electrical connectors as necessary.

Note: The vehicle may have two different configurations, with or without UHF cable. Use the appropriate procedure below:



4. If the vehicle requires a UHF adaptor cable (P/N 23242478) proceed with this step:
 - 4.1. Install the UHF adapter cable (P/N 23242478) to the antenna connector (1) of the module.
 - 4.2. Install the female to male cable (P/N 23242476) to the module (2).
 - 4.3. Connect the UHF adapter (1) and the female to male (2) connector to the vehicle cables.



5. If the vehicle does not require a UHF adaptor cable (P/N 23242478) proceed with this step:

- 5.1. Install one female to male cable (P/N 23242476) to the antenna connector of the module (1).
- 5.2. Install one female to male cable (P/N 23242476) to the module connector (2).
- 5.3. Connect both female to male cables to the vehicle cables.

6. To reassemble the vehicle, refer to the Service Information (SI) for the appropriate procedure.

7. To program the control module, perform the following procedure:

Important: Verify the battery voltage is more than 12 volts but less than 16 volts before proceeding with reprogramming. The battery must be fully charged **BEFORE** reprogramming.

Important: During reprogramming, the battery voltage must be maintained within the proper range of 12-15.5 volts. **CONNECT** the approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool (EL-49642) to the vehicle or the GR8 (EL50313) in the power supply mode.

7.1. Install EL-49642 SPS programming support tool.

Note: Due to a change in SPS you must select 'Reprogram ECU', for Telematics Communication Interface Control Module Programming from the Selected Programming Process even if the unit is being replaced.

If 'Replace and Program ECU' is selected the Telematics Communication Interface Control Module will not be listed in the Supported Controllers screen. You must go back and select 'Reprogram ECU.'

7.2. In the SPS Supported Controllers screen, depending the model year, there will be one of three options that are listed below.

Select the appropriate option for the vehicle:

- Mobile Telephone Communications Interface Control Module (Use ONLY per Bulletin 15-08-44-001)
- Telematics Communication Interface Control Module (Use ONLY per Bulletin 15-08-44-001)
- Vehicle Communication Interface Module (Use ONLY per Bulletin 15-08-44-001)

7.3. Follow the on-screen instructions to complete programming.

Note: If there is a programming issue, please contact Techline Customer Support Center (TCSC) at 1-800-828-6860 (1-800-503-3222 for French).

8. Turn the ignition to the OFF position and wait five minutes.

Notice: A 5 minute wait time is required to avoid configuration errors.

Note: Do **NOT** press the RED (OnStar® Emergency Button) at any time during the installation. This will cause module configuration issues.

9. Turn the ignition to the ON position and press the OnStar® Blue Button to call OnStar®.

Note: The vehicle must be located in an area with a strong cellular network to perform this step.

Important: The customer **SHOULD NOT** be the first one to press the OnStar® Blue Button after installation.

9.1. The technician will hear a message stating “Hello and welcome to OnStar®. Your OnStar® account is currently inactive”. Please push the OnStar® Blue Button again to activate your account, learn more about OnStar® services, or speak to an OnStar® Advisor.

9.2. The technician will announce themselves by first name, dealership name and explain the vehicle has been upgraded for **Canadian CDMA Transitions**.

Note: During activation with the OnStar® Advisor, the French Language option may be requested.

9.3. OnStar® advisor will confirm that the vehicle is set up correctly and if no issues were identified.

10. If the OnStar® advisor identifies an issue they will complete a manual configuration while on the call. The tech will complete the manual configuration with the OnStar® Advisor.

10.1. The technician will need to provide the following information for a manual configuration:

- Customer Name
- Dealer Code with Division
- Vehicle VIN or:
 - ⇒ OnStar® Account Number
 - ⇒ Old STID – located on the label of the original module
 - ⇒ Customer Phone Number

11. Upon confirmation of successful hardware installation, the procedure is complete.

For Vehicle MY 2011 and Above, Follow the Instructions Listed Below:

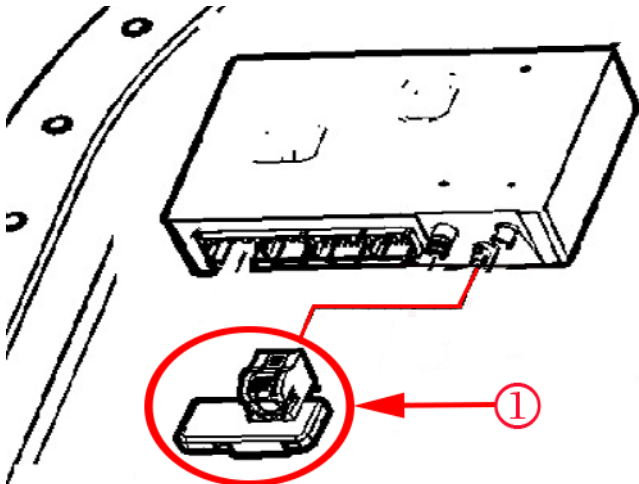
Note:

- 2013-2015 Vehicles with radio RPO's IO3, IO4, IO5, IO6, or (RAO-UA3) (ATS Base Radio) Ensure that the radio has the latest calibration available on TIS2WEB prior to proceeding with the OnStar® cellular communication upgrade. As stated previously in this bulletin, the “Audio Soft Version” label should be 000474 or lower before continuing. If version 000477 is already installed, reprogramming is not necessary. DO NOT reprogram. Software corruption may occur.

Important: The radio calibration update will erase or reset some customer radio and/or vehicle settings to factory default.

- The colors of the cable in the images in the instructions listed below may not depict the colors of the cables received. The use of colored cables are for illustration purposes only. Technician will verify VIN and customer information on Kit with VIN of installation vehicle (do not install hardware if VIN does not match).

1. To access the OnStar® module, refer to the Service Information (SI) for the appropriate procedure.



2. If installing the modules P/N 23230482, 23230536, 23230537, 23235220, 23235227, 23235234 and 23383877, transfer the Bluetooth Antenna(1), if equipped, to the new module.

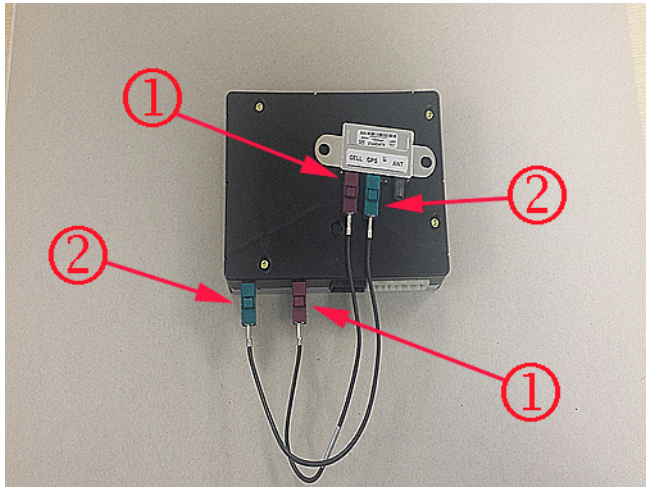
Note: For all other module P/Ns the Bluetooth Antenna is not required and may be discarded.

3. Install the new module and connect the electrical connectors as necessary.

- On some vehicles, the new designed module will contact the mount bracket before being fully seated into the bracket. Modification of the mounting bracket is required. Remove only enough material from the bracket to allow the new module to be fully seated.

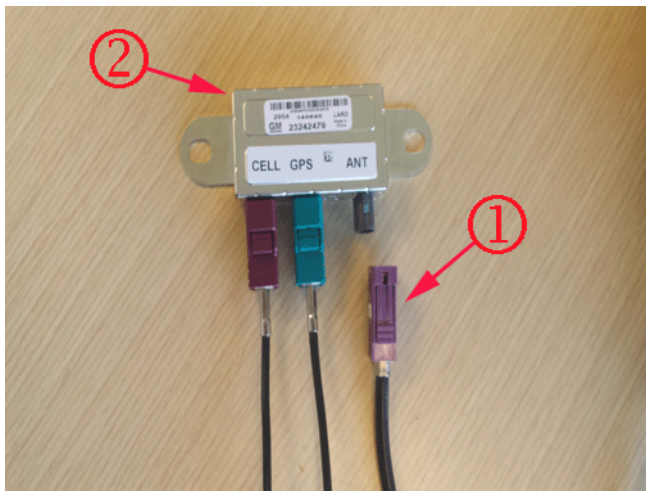
Note: Use a maximum of 0.3 hr of Other Labor Hours (OLH) to claim the additional time to modify the mounting bracket.

- In addition, some modules are not as thick as the original modules and require installation of foam to the mounting bracket to prevent movement of the module. Install foam 19 mm (¾ in) thick to the inside of the mounting bracket to eliminate movement of the module.



4. Connect the male to male cable (P/N 23310710) to the cellular connector (1) to the splitter as shown above.

5. Connect the male to male cable (P/N 23242477) to the GPS connector (2) to the splitter as shown above.



6. Connect the antenna cable (1) from the vehicle to the splitter (2).

7. If no mounting location for the splitter, secure the splitter (1) to the vehicle to prevent a rattle or damage to the splitter.

8. To reassemble the vehicle, refer to the Service Information (SI) for the appropriate procedure.

9. To program the control module, perform the following procedure:

Important: Verify the battery voltage is more than 12 volts but less than 16 volts before proceeding with reprogramming. The battery must be fully charged **BEFORE** reprogramming.

Important: During reprogramming, the battery voltage must be maintained within the proper range of 12-15.5 volts. **CONNECT** the approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool (EL-49642) to the vehicle or the GR8 (EL50313) in the power supply mode.

9.1. Install EL-49642 SPS programming support tool .

Note: Due to a change in SPS you must select 'Reprogram ECU', for Telematics Communication Interface Control Module Programming from the Selected Programming Process even if the unit is being replaced.

If 'Replace and Program ECU' is selected the Telematics Communication Interface Control Module will not be listed in the Supported Controllers screen. You must go back and select 'Reprogram ECU.'

9.2. In the SPS Supported Controllers screen, depending the model year, there will be one of three options that are listed below.

Select the appropriate option for the vehicle:

- Mobile Telephone Communications Interface Control Module (Use ONLY per Bulletin 15-08-44-001)
- Telematics Communication Interface Control Module (Use ONLY per Bulletin 15-08-44-001)
- Vehicle Communication Interface Module (Use ONLY per Bulletin 15-08-44-001)

9.3. Follow the on-screen instructions to complete programming.

Note: If there is a programming issue, please contact Techline Customer Support Center (TCSC) at 1-800-828-6860 (1-800-503-3222 for French).

10. Turn the ignition to the OFF position and wait five minutes.

Notice: A 5 minute wait time is required to avoid configuration errors.

Note: Do **NOT** press the RED (OnStar® Emergency Button) at anytime during the installation. This will cause module configuration issues.

11. Turn the ignition to the ON position and press the OnStar® Blue Button to call OnStar®.

Note: The vehicle must be located in an area with a strong cellular network to perform this step.

Important: The customer **SHOULD NOT** be the first one to press the OnStar® Blue Button after installation.

11.1. The technician will hear a message stating “Hello and welcome to OnStar®. Your OnStar® account is currently inactive”. Please push the OnStar® Blue Button again to activate your account, learn more about OnStar® services, or speak to an OnStar® Advisor.

11.2. The technician will announce themselves by first name, dealership name and explain the vehicle has been upgraded for **Canadian CDMA Transitions**. If the vehicle is a new unsold unit, inform the advisor so the OnStar® demo setting is initiated.

Note: During activation with the OnStar® Advisor, the French Language option may be requested.

11.3. OnStar® advisor will confirm that the vehicle is set up correctly and if no issues were identified

12. If the OnStar® advisor identifies an issue they will complete a manual configuration while on the call. The technician will complete the manual configuration call with the OnStar® Advisor.

12.1. The technician will need to provide the following information for a manual configuration:

- Customer Name
- Dealer Code with Division
- Vehicle VIN or:
 - ⇒ OnStar® Account Number
 - ⇒ Old STID – located on the label of the original module
 - ⇒ Customer Phone Number

13. Upon confirmation of successful hardware installation, the procedure is complete unless the vehicle is an unsold vehicle on a dealer lot, proceed to the next step.

14. Apply the OnStar® 4G Wi-Fi sticker to the vehicle near the price and fuel economy label, the vehicle is ready for sale.

Parts Information

OnStar® Module Chart

Vehicle Line and Model Year	Module Part Number	Model Year 2011 & Above			Model Year 2010 & Under	
		Splitter	Male to Male Universal	Male to Male Keyed	Female to Male Cable	UHF Adaptor Cable
Buick Allure 2005-2009	23230482				23242476	23242478
Buick Century 2004	23230482				23242476	23242478
Buick Enclave 2008-2015	23233066	23242479	23242477	23310710	23242476 (2X)	

Buick Encore 2013-2014	23230538	23242479	23242477	23310710		
Buick LaCrosse 2005-2009	23230482				23242476	23242478
Buick LaCrosse 2010-2014	23230538	23242479	23242477	23310710	23242476 (2X)	
Buick LeSabre 2000-2005	23230482 ptxt				23242476	23242478
Buick Lucerne 2006-2011	23230483	23242479	23242477	23310710	23242476 (2X)	
Buick Rainier 2004-2007	23235234				23242476	23242478
Buick Regal 2004	23230482				23242476	23242478
Buick Regal 2011-2014	23230538	23242479	23242477	23310710		23242478 (2X for 2011 MY without RPO AUA)
Buick Rendezvous 2003-2007	23235234				23242476	23242478
Buick Terraza 2005-2007	23235234				23242476	23242478
Buick Verano 2012-2014	23230538	23242479	23242477	23310710		
Cadillac ATS 2013-2014	23232607	23242479	23242477	23310710		
Cadillac CTS 2003-2007	23230482				23242476	23242478
Cadillac CTS Sedan 2014	23232607	23242479	23242477	23310710		
Cadillac CTS except Sedan	2008-2015					
	23230483	23242479	23242477	23310710	23242476	23242478
	2003-2007					

	23230482				23242476	23242478
Cadillac DHS/DTS 2006	23235234				23242476	23242478
Cadillac DTS 2006-2011	23230483	23242479	23242477	23310710	23242476 (2X)	
Cadillac ELR* 2014	23230538	23242479	23242477	23310710		
Cadillac Escalade Models	2007-2014					
	23233066	23242479	23242477	23310710	23242476 (2X)	
	2003-2006					
	23235234				23242476	23242478
Cadillac Funeral Coach 2007-2011	23230483	23242479	23242477	23310710	23242476 (2X)	
Cadillac Limousine	23230483	23242479	23242477	23310710	23242476 (2X)	
Cadillac Seville SLS/STS 2002-2003	23235234				23242476	23242478
Cadillac SRX	2013-2014					
	23232607	23242479	23242477	23310710	23242476 (2X)	
	2010-2012					
	23230538	23242479	23242477	23242477	23242476 (2X)	
	2007-2009					
	23230483				23242476 (2X)	
	2004-2006					
	23235234				23242476	23242478

Cadillac STS 2005-2011	23235227				23242476	23242478
Cadillac XLR Roadster 2004-2009	23230536				23242476	23242478
Cadillac XTS 2013-2014	23230538	23242479	23242477	23310710		
Chevrolet Avalanche	2007-2013					
	23233066	23242479	23242477	23310710	23242476 (2X)	
	2003-2006					
	23235234					
Chevrolet Aveo 2009-2011	23230483				23242476 (2X)	
Chevrolet Camaro 2010-2015	23230538	23242479	23242477	23310710	23242476 (2X)	
Chevrolet Captiva (VIN L) 2012-2015	23230483	23242479	23242477	23310710		
Chevrolet Cavalier 2004	23235234				TBD	TBD
Chevrolet Cobalt 2005-2010	23235220				23242476	23242478
Chevrolet Corvette	2007-2013					
	23230536	23242479	23242477	23310710	23242476	23242478
	2005-2008					
	23230537	23242479		23310710	23242476	23242478
Chevrolet Corvette Stingray 2014	23230538	23242479	23242477	23310710		
Chevrolet Colorado 2004-2012	23235234	23242479	23242477	23310710	23242476	23242478

Chevrolet Cruze 2011-2014	23230538	23242479	23242477	23310710		
Chevrolet Equinox	2010-2014					
	23232607	23242479	23242477	23310710	23242476 (2X)	
	2007-2009					
	23230483				23242476 (2X)	
	2006					
	TBD				23242476	23242478
Chevrolet Express	2011-2015					
	23233066	23242479	23242477	23310710		
	2004-2005					
	23230482				23242476	23242478
Chevrolet HHR 2006-2011	23235227				23242476	23242478
Chevrolet Impala	2014					
	23232607	23242479	23242477	23310710		
	2006-2013					
	23230483	23242479	23242477	23310710	23242476 (2X)	
	2001-2005					
	23230482				23242476	23242478
Chevrolet Malibu	2013-2014					
	23230538	23242479	23242477	23310710		
	2004-2012					
	23235227	23242479	23242477	23310710	23242476	23242478
Chevrolet Monte Carlo	2006-2007					

Chevrolet

Monte Carlo

23230483				23242476 (2X)	
2001-2005					
23230482				23242476	23242478

Chevrolet Orlando
2011-2014

23230538	23242479	23242477	23310710		
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Chevrolet SS
2014

23230538	23242479	23242477	23310710	23242476 (2X)	
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Chevrolet Silverado

2014 Silverado 1500					
23230538	23242479	23242477	23310710		
2007-2013 Silverado and 2014 Silverado 2500/3500					
23233066	23242479	23242477	23310710	23242476 (2X)	
2003-2006					
23235234				23242476	23242478

Chevrolet Sonic
2012-2014

23230538	23242479	23242477	23310710		
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Chevrolet Spark
2013-2014

23232607	23242479	23242477	23310710		
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Chevrolet Suburban

2007-2014					
23233066	23242479	23242477	23310710	23242476 (2X)	
2003-2006					
23235234				23242476	23242478

Chevrolet Trail Blazer
2002-2009

23235234				23242476	23242478
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Chevrolet Tahoe

2007-2014					
23233066	23242479	23242477	23310710	23242476 (2X)	
2003-2006					

	23235234				23242476	23242478
Chevrolet Traverse 2009-2015	23233066	23242479	23242477	23310710	23242476 (2X)	
Chevrolet Trax 2013-2014	23230538	23242479	23242477	23310710		
Chevrolet Uplander 2005-2009	23235234				23242476	23242478
Chevrolet Venture 2003-2005	23235234				23242476	23242478
Chevrolet Volt* 2011-2014	23230538	23242479	23242477	23310710		
GMC Acadia 2007-2015	23233066	23242479	23242477	23310710	23242476 (2X)	
GMC Canyon 2004-2012	23235234	23242479	23242477	23310710	23242476	23242478
GMC Envoy 2002-2009	23235234				23242476	23242478
GMC Savana	2011-2015					
	23233066	23242479	23242477	23310710	23242476 (2X)	
	2004-2005					
	23230482				23242476	23242478
	2003					
	23230482				23242476	23242478
GMC Sierra Models	2014 Sierra 1500					
	23230538	23242479	23242477	23310710		
	2007-2013 Sierra and 2014 Sierra 2500/3500					
	23233066	23242479	23242477	23310710	23242476 (2X)	
	2003-2006					

	23235234				23242476	23242478
GMC Terrain 2010-2014	23232607	23242479	23242477	23310710	23242476 (2X)	
GMC Yukon Models	2007-2014					
	23233066	23242479	23242477	23310710	23242476 (2X)	
	2003-2006					
	23235234				23242476	23242478
HUMMER H2	2008-2010					
	23233066				23242476 (2X)	
	2003-2007					
	23235234				23242476	23242478
HUMMER H3 2006-2010	23235234				23242476	23242478
Oldsmobile Aurora 2001-2003	23230482				23242476	23242478
Oldsmobile Bravada 2002-2004	23235234				23242476	23242478
Oldsmobile Silhouette 2003-2004	23235234				23242476	23242478
Pontiac Aztek 2003-2005	23235234				23242476	23242478
Pontiac Bonneville 2000-2005	23230482				23242476	23242478
Pontiac G3 2009-2011	23230483					
Pontiac G5 2007-2010	23235220				23242476	23242478

Pontiac G6 2005-2010	23235227	23242479	23242477	23310710	23242476	23242478
Pontiac G8 2008-2009	23233066				23242476 (2X)	
Pontiac Grand Prix 2004-2008	23383877				23242476	23242478
Pontiac Montana 2003-2009	23235234				23242476	23242478
Pontiac Pursuit 2005-2006	23235220				23242476	23242478
Pontiac Solstice 2006-2010	23235227				23242476	23242478
Pontiac Sunfire Coupe 2003-2005	23235234				TBD	TBD
Pontiac Torrent	2007-2009					
	23230483				23242476 (2X)	
	2006					
	TBD				23242476	23242478
Pontiac Vibe	2009-2010					
					23242476 (2X)	
	2005-2008					
					23242476	23242478
Saab 9-4X	2011					
	23230538	23242479	23242477	23310710	23242476 (2X)	
Saab 9-3 2007-2011	23233066					
Sabb 9-5	2011-2013					

Sabb 9-5

	232305338	23242479	23242477	23310710		
	2007-2010					
	23233066				23242476 (2X)	
	2006					
	23235234				23242476 (2X)	
Saab 9-7X 2005-2009	23235234				23242476	23242478
Saturn Astra 2008-2009	23230537				23242476	23242478
Saturn AURA 2007-2011	23235227	23242479	23242477	23310710	23242476	23242478
Saturn ION 2004-2007	23235234				23242476	23242478
Saturn L300 2002-2004	23230482				23242476	23242478
Saturn OUTLOOK 2007-2010	23233066				23242476 (2X)	
Saturn RELAY 2005-2007	23235234					
Saturn SKY 2007-2009	23235227				23242476	23242478
Saturn VUE	2008-2010					
	23230483				23242476 (2X)	
	2003-2007					
	23230482				23242476	23242478
*As stated in the Recommendation/Instructions of this bulletin, the #11342: Customer Satisfaction - Enhancements for Side Impact Pole Performance and #PIC5920: Vehicle Will Not Charge And Hybrid Loss Of Isolation With DTC P0AA6 must be completed on the Volt and ELR, if applicable, before proceeding with this bulletin.						

For product ordering information, call a local automotive equipment supplier or call Velcro at 800-683-5276, Kent Automotive at 888-937-5368 and 3M™ at 1-800-234-8068.

Part Number	Description	Material Allowance
Velcro 191195*	Velcro® Reclosable Loop Fastener Tape (hook and loop) 2 in x 15 feet	\$4.50 CAD (per vehicle)
KT13487**	BRS Tape KT13487 8 in x 10 in	\$2.50 CAD (per vehicle)
4314***	3M™ Urethane Foam Tape ½ in x 18 yards, ¼ inch thick	\$0.90 CAD (per vehicle)

*There is enough material to repair approximately 12 vehicles. Store the remaining materials for future use.

**There is enough material to repair approximately 8 vehicles. Store the remaining materials for future use.

***There is enough material to repair multiple vehicles. Store the remaining material for future use.

Parts Issue (Defective, Damaged, Wrong Parts, Missing Parts, Dealer Trades)

Dealer should contact York Electronics by phone, e-mail, or fax:

Eastern Canada

Phone: English 1-888-650-9675 ext. 307

Phone: French 1-888-650-9675 ext. 302

Fax: 1-888-650-9677

E-mail: info@yorkelec.com

Western Canada

Phone: 1-800-361-2894 ext. 1

Fax: 1-800-361-5396

E-mail: info@yorkelec.com

Warranty Replacements

Article 1.1.3.1 Passenger Cars and Light Duty Trucks

Warranty Does Not Cover

- Condition resulting from negligence, alteration, accident or use for which the part or accessory was not designed or approved by GM;
- Parts and accessories used in racing or other competition;
- Loss of time, inconvenience, loss of use of the vehicle or other economic loss;
- Damage due to the lack of maintenance or use of wrong fluids, fuel, oil, refrigerant or lubricants.

Article 1.2.4.1 Service Agent Replacement Parts and Accessories Warranty Coverage

- GM warrants GM Service Replacement Parts and Accessories to the Service Agent, and it will pay Service Agent for repair or replacement of any defective or malfunctioning part or accessory. The Service Agent Parts and Accessories Warranty applies to all GM Parts and Accessories sold at retail by Service Agent, or used in warranty repairs.
- All new or remanufactured GM Parts and Accessories installed by Service Agent and used in New Vehicle Limited or Emission Warranty repairs are covered, parts and labour, for any remaining unused portion of the Vehicle or Emission Warranty or 12 months/20,000 kms. Whichever is greater (12 months, regardless of odometer reading on medium duty trucks). For details see Article 1.1.3.

Note: Effective January 1, 2013 the limitation will be removed.

Core Processing

- Cores are **NOT** to be returned to York Electronics.
- Parts are to be disposed as referenced in Article 1.7.3 of the Service Policies and Procedures Manual.

Note: After the 7-day retention period the old modules can be scrapped in the metal recycling or e-recycling as proscribed in your local area.

Claiming Information

Labor Codes	Description
0602058	OnStar® 3G/4G Upgrade – Installation Labour
0602068	OnStar® 3G/4G Upgrade – Mobile Service Admin Allowance
0602078	OnStar® 3G/4G Upgrade – Courtesy Transportation

OnStar® 3G/4G Upgrade Performed by Dealer Service Technician:

Labor Code 0602058: The component R&R labor time should be entered in the Base Labor Time field and the 0.2 hr administrative allowance should be included in the Administration Time field. The \$25 net amount should be submitted in the net item administrative allowance field. (The administrative allowance for electronic components exchanged through York is 0.2 hr handling allowance and \$25 net amount.) This net amount compensation is intended to compensate the Parts Department's effort during the exchange process. For further information, please refer to Article 1.5.10 of the Service Policies and Procedures Manual.

OnStar® 3G/4G Upgrade Performed by York Mobile Service:

For Canadian dealerships only (in Ontario using the York Mobile Service): In the event that a mobile service is provided at the dealership, the R&R labor time and the \$25 net amount are NOT to be claimed; however, the 0.2 hr administrative allowance is claimed once per warranty repair/exchange. (Labor Code 0602068)

Returning The Upgraded Vehicle To The Customer

Leave new OnStar® services information pamphlet in the vehicle.

Labor Time Information

Labor Operation	Vehicle Line and Model Year	Labor Time
OnStar® Module Replacement and Cables Installation 3422790	Buick Allure 2005-2009	0.6 hr
	Buick LaCrosse 2005-2009	0.6 hr
	Buick LaCrosse 2010-2014	Use Published Labor Operation Time
	Buick Century 2004	0.7 hr
	Buick Enclave 2008-2015	Use Published Labor Operation Time
	Buick Encore 2012-2014	Use Published Labor Operation Time
	Buick LeSabre 2000-2005	0.5 hr
	Buick Lucerne 2006	0.7 hr

Buick Lucerne 2007-2011	Use Published Labor Operation Time
Buick Rainier 2004-2007	0.6 hr
Buick Regal 2004	0.7 hr
Buick Regal 2011-2014	Use Published Labor Operation Time
Buick Rendezvous 2003	0.7 hr
Buick Rendezvous 2004-2007	0.6 hr
Buick Terraza 2005-2007	0.7 hr
Buick Verano 2012-2014	Use Published Labor Operation Time
Cadillac ATS 2013-2014	Use Published Labor Operation Time
Cadillac CTS 2003-2007	0.7 hr
Cadillac CTS Sedan 2014	Use Published Labor Operation Time
Cadillac CTS (except Sedan) 2003-2007	0.7 hr
Cadillac CTS (except Sedan) 2008-2015	Use Published Labor Operation Time
Cadillac DHS/DTS 2006	0.7 hr
Cadillac DTS 2007-2011	Use Published Labor Operation Time
Cadillac ELR* 2014	Use Published Labor Operation Time
Cadillac Escalade Models 2003-2006	1.0 hr

Cadillac Escalade Models 2007-2014	Use Published Labor Operation Time
Cadillac Funeral Coach 2007-2011	Use Published Labor Operation Time
Cadillac Limousine	Use Published Labor Operation Time
Cadillac Seville SLS/STS 2002-2003	0.8 hr
Cadillac SRX 2004-2006	1.3 hrs
Cadillac SRX 2007-2009, 2010-2012, 2013-2014	Use Published Labor Operation Time
Cadillac STS 2005-2006	1.1 hrs
Cadillac STS 2007-2011	Use Published Labor Operation Time
Cadillac XLR Roadster 2004-2006	0.5
Cadillac XLR Roadster 2007-2009	Use Published Labor Operation Time
Cadillac XTS 2013-2014	Use Published Labor Operation Time
Chevrolet Avalanche 2003-2006	1.0 hr
Chevrolet Avalanche 2007-2013	Use Published Labor Operation Time
Chevrolet Aveo 2009-2011	Use Published Labor Operation Time
Chevrolet Camaro 2010-2015	Use Published Labor Operation Time
Chevrolet Captiva (VIN L) 2012-2015	Use Published Labor Operation Time

Chevrolet Cavalier 2004	1.1 hrs
Chevrolet Cobalt 2005-2006	1.0 hr
Chevrolet Cobalt 2007-2010	Use Published Labor Operation Time
Chevrolet Corvette 2005-2006	0.6 hr
Chevrolet Corvette 2007-2013	Use Published Labor Operation Time
Chevrolet Corvette Stingray 2014	Use Published Labor Operation Time
Chevrolet Colorado 2004-2006	0.7 hr
Chevrolet Colorado 2007-2012	Use Published Labor Operation Time
Chevrolet Cruze 2011-2014	Use Published Labor Operation Time
Chevrolet Equinox 2006	0.6 hr
Chevrolet Equinox 2007-2009 2010-2014	Use Published Labor Operation Time
Chevrolet Express 2004-2005	0.5 hr
Chevrolet Express 2011-2015	Use Published Labor Operation Time
Chevrolet HHR 2006-2011	Use Published Labor Operation Time
Chevrolet Impala 2001-2006	0.6 hr
Chevrolet Impala 2007-2014	Use Published Labor Operation Time

Chevrolet Malibu 2004-2006	1.7 hrs
Chevrolet Malibu 2007-2012 2013-2014	Use Published Labor Operation Time
Chevrolet Monte Carlo 2001-2007	0.6 hr
Chevrolet Orlando 2011-2014	Use Published Labor Operation Time
Chevrolet SS 2014	Use Published Labor Operation Time
Chevrolet Silverado 2003-2006	1.0 hr
Chevrolet Silverado 2007-2014	Use Published Labor Operation Time
Chevrolet Silverado 2500/3500 2015	Use Published Labor Operation Time
Chevrolet Sonic 2012-2014	Use Published Labor Operation Time
Chevrolet Spark 2013-2014	Use Published Labor Operation Time
Chevrolet Suburban 2003-2006	1.0 hr
Chevrolet Suburban 2007-2014	Use Published Labor Operation Time
Chevrolet TrailBlazer 2002-2009	0.6 hr
Chevrolet Tahoe 2003-2006	0.6 hr
Chevrolet Tahoe 2007-2014	Use Published Labor Operation Time
Chevrolet Traverse 2009-2015	Use Published Labor Operation Time

Chevrolet Trax 2013-2014	Use Published Labor Operation Time
Chevrolet Uplander 2005-2009	0.7 hr
Chevrolet Venture 2003-2005	0.6 hr
Chevrolet Volt* 2011-2014	Use Published Labor Operation Time
GMC Acadia 2007-2015	Use Published Labor Operation Time
GMC Canyon 2004-2006	0.7 hr
GMC Canyon 2007-2012	Use Published Labor Operation Time
GMC Envoy 2002-2006	0.6 hr
GMC Envoy 2007-2012	Use Published Labor Operation Time
GMC Savana 2003-2005	0.5 hr
GMC Savana 2011-2015	Use Published Labor Operation Time
GMC Sierra Models 2003-2006	1.0 hr
GMC Sierra Models 2007-2014	Use Published Labor Operation Time
GMC Sierra 2500/3500 2015	Use Published Labor Operation Time
GMC Terrain 2010-2014	Use Published Labor Operation Time
GMC Yukon Models 2003-2006	1.0 hr
GMC Yukon Models 2007-2014	Use Published Labor Operation Time

OnStar® Module Modification and Replacement 3480158*	HUMMER H2 2003-2007	1.1 hrs
OnStar® Module Replacement and Cables Installation 3422790	HUMMER H2 2008-2010	Use Published Labor Operation Time
	HUMMER H3 2006	0.7 hr
	HUMMER H3 2007-2010	Use Published Labor Operation Time
	Oldsmobile Aurora 2001-2003	0.5 hr
	Oldsmobile Bravada 2002-2004	0.6 hr
	Oldsmobile Silhouette 2003-2004	0.6 hr
	Pontiac Aztek 2003	0.7 hr
	Pontiac Aztek 2004-2005	0.6 hr
	Pontiac Bonneville 2000-2005	0.5 hr
	Pontiac G3 2009-2011	Use Published Labor Operation Time
	Pontiac G5 2007-2010	Use Published Labor Operation Time
	Pontiac G6 2005-2006	1.7 hrs
	Pontiac G6 2007-2010	Use Published Labor Operation Time
	Pontiac G8 2008-2009	Use Published Labor Operation Time
	Pontiac Grand Prix 2004-2006	0.5 hr

Pontiac Grand Prix 2007-2008	Use Published Labor Operation Time
Pontiac Montana 2003-2006	0.6 hr
Pontiac Montana 2007-2009	0.7 hr
Pontiac Pursuit 2005-2006	1.0 hr
Pontiac Solstice 2006	0.8 hr
Pontiac Solstice 2007-2010	Use Published Labor Operation Time
Pontiac Sunfire Coupe 2003-2005	1.1 hrs
Pontiac Torrent 2006	0.6 hr
Pontiac Torrent 2007-2009	Use Published Labor Operation Time
Pontiac Vibe 2005-2006	0.6 hr
Pontiac Vibe 2007-2010	Use Published Labor Operation Time
Saab 9-4X 2010-2012 2013-2014	Use Published Labor Operation Time
Saab 9-3 2007-2011	Use Published Labor Operation Time
Saab 9-5 2006, 2007-2009 2010-2013	Use Published Labor Operation Time
Saab 9-7X 2005-2009	Use Published Labor Operation Time
Saturn Astra 2008-2009	Use Published Labor Operation Time

Saturn Aura 2007-2011	Use Published Labor Operation Time
Saturn Ion 2004-2006	1.2 hrs
Saturn Ion 2007	Use Published Labor Operation Time
Saturn L300 2002-2004	0.3 hr (Wagon) 0.2 hr (Except Wagon)
Saturn OUTLOOK 2007-2010	Use Published Labor Operation Time
Saturn RELAY 2005-2007	0.7 hr
Saturn Sky 2007-2009	Use Published Labor Operation Time
Saturn VUE 2003-2006	0.4 hr
Saturn VUE 2007-2010	Use Published Labor Operation Time

*As stated in the Recommendation/Instructions of this bulletin, the #11342: Customer Satisfaction - Enhancements for Side Impact Pole Performance and #PIC5920: Vehicle Will Not Charge And Hybrid Loss Of Isolation With DTC P0AA6 must be completed on the Volt and ELR, if applicable, before performing this bulletin.

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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