



Service Bulletin

PRELIMINARY INFORMATION

Subject: OnStar Will Not Connect With Current DTC B2470-04

Models: 2014 -- 2015 GM Passenger Cars and Trucks with OnStar Gen9

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

A concern may be identified on a Gen9.6 VCIM as the OnStar system will not connect, the LED will be red and DTC B2470-04 will be current.

Recommendation/Instructions

Perform normal diagnostics for B2470 as outlined in Service Information using EL-49903-3 kit (EL-49903-5 adapter and EL-49903-4 coax cable). If the diagnostics lead to replacement of the VCIM, read the OnStar® Customer Identifier using GDS. If the value is WITHIN the below ranges continue with this PI.

- 69600001 – 70700000
- 79800001 – 80200000
- 81800001 – 82500000
- 88005501 – 91200000

Turn off the ignition, cancel RAP, and perform a 5 minute power cycle of the VCIM by disconnecting X1. Reconnect X1, turn ignition on and check if B2470-04 sets current. If history, clear and recheck. If the issue is gone, no further action is required. If the concern is not resolved, continue with VCIM replacement following the latest version of bulletin 03-08-46-004.

Note: If the B2470-04 concern has been corrected with a power cycle multiple times then the VCIM will need to be replaced.

Warranty Information

For vehicles repaired under warranty, please refer to the latest version of bulletin 06-08-47-001 for warranty information on control module reset/configuration.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION