



Service Bulletin

PRELIMINARY INFORMATION

Subject: Unable Place An OnStar Call With Ignition In On Position After 15-08-44-001 Canada Upgrade

Models: 2005-2009 Chevrolet Uplander, Pontiac Montana SV6
2005-2007 Buick Terraza, Saturn Relay

Condition/Concern

A dealer or customer may notice they are unable to place calls to OnStar while in ignition ON mode after performing the OnStar Canada upgrade (latest version of bulletin 15-08-44-001). While in run mode, the OnStar button may be pressed with no radio mute or "Connecting to OnStar" message heard but when in accessory mode, the call can be completed as normal.

Recommendation/Instructions

Engineering is aware of the issue and is working on a solution.

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

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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