



Service Bulletin

PRELIMINARY INFORMATION

Subject: OnStar® System Inoperative After Over-The-Air Update (U.S. Dealers Only)

Models: 2007 Buick Terraza
2007-2011 Buick LaCrosse, Lucerne
2007-2011 Cadillac DTS
2007-2009 Chevrolet TrailBlazer, Uplander
2007-2011 Chevrolet Aveo, Colorado, Impala, Malibu
2007-2009 GMC Envoy
2007-2011 GMC Canyon
2007-2008 Pontiac Grand Prix
2007-2009 Pontiac Montana
2007-2010 Pontiac G6
2007-2011 SAAB 9-3, 9-5
2007-2008 Saturn Relay
2007-2011 Saturn AURA
2007-2011 HUMMER H2, H3, H3T
Equipped with Gen 7 and 8 Onstar® (RPO UE1)

Condition/Concern

On certain 2007-2011 model year GM passenger cars and light duty trucks, equipped with Gen 7 and 8 OnStar®, a recent over-the-air service update may have caused the OnStar® system to become inoperative.

When an Over-the-air Service Update fails, rendering the OnStar system possibly inoperative, the customer will be contacted the next day by an OnStar advisor to test the OnStar system. If inoperative, the customer will be given this bulletin number and advised to go to a GM dealership for warranty repair. Based on the failure mode, service technicians will be required to diagnosis root cause of OnStar System inoperative.

Recommendation/Instructions

Dealers are to diagnose the concern and replace the vehicle communication interface module (VCIM) as needed. Refer to the appropriate replacement procedure in SI.

Depending on the model year and vehicle, the VCIM may be identified in the Service Information (SI) and on the scan tool by different component functional names. Below is a list of component functional names.

- Vehicle Communication Interface Module (VCIM)
- Communication Interface Module
- Telematics Communication Interface Control Module
- OnStar® Vehicle Interface Unit (VIU)
- OnStar® Module

Note: Do not use Telematics Communication Interface Control Module (Use ONLY per Bulletin 15-08-44-001). This is restricted to the OnStar 3G/4G upgrade modules only.

Parts Information

Refer to the Electronic Parts Catalog (Group Number 09.675) and/or the Electronic Service Center (ESC) Website (issgm.com) for the appropriate part number VCIM (OnStar Module) based on the VIN. Do not call the Technical Assistance Center (TAC) for a part approval. All affected VINs in this program have been pre-approved with these ESCs.

Dealers should order the replacement part by visiting issgm.com, clicking the "Place OnStar Order" button, and then clicking the red System Inop button, which will allow orders to be placed for these VINs without a TAC case number.

Warranty Information

Labor Operation	Description	Labor Time
3480218*	Replacement of OnStar® Module Due to Over-The-Air Update Fail	Use Published Labor Operation Time From Labor Op 3422790
*This is a unique Labor Operation for Bulletin use only.		

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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