



Service Bulletin

File in Section: -

Bulletin No.: PIT5264

Date: March, 2014

PRELIMINARY INFORMATION

Subject: Canadian Customers Unable To Place Calls In The United States

Models: 2000-2015 All GM Passenger Car and Light Duty Trucks
With Gen6, Gen7, Gen8, Gen9, or Gen10 OnStar Systems

Condition/Concern

A Canadian customer may comment that when they travel to the United States, they are unable to connect to OnStar or use hands free calling.

Recommendation/Instructions

This condition is present due to the existing cell phone provider not having roaming agreements in areas outside of Canada.

At this time, a customer has the option of contacting OnStar to have a 500 number loaded for OnStar operation while in the United States.

Dealership technicians can contact OnStar via BBKP (Long Connect possible) or Land Line 1 (888) 466-7827. Request to speak to OSTA Off Line Team with this change request.

Note: Hands free calling services will be unavailable with the 500 number.