



File In Section: 08 - Body and Accessories

Bulletin No.: 05-08-46-004A

Date: February, 2006

Service Bulletin



INFORMATION

Subject: OnStar[®] Phone Number Concerns (Phone Number Incorrect/Assigned to Another Vehicle/Phone) That Occur During Diagnosis of OnStar[®] System

Models: 2000–2006 GM Passenger Cars and Trucks
2003–2006 HUMMER H2
2006 HUMMER H3
2003–2006 Saturn Vehicles
2005–2006 Saab 9-7X
with OnStar[®]

This bulletin is being revised to add the 2006 model year, additional models and change the labor operation number. Please discard Corporate Bulletin Number 05-08-46-004 (Section 08 — Body and Accessories).

During diagnosis of an OnStar[®] concern, the technician may be told that the OnStar[®] phone number is incorrect or tied to another vehicle and/or phone of some kind. To resolve these concerns, the Tech 2[®] with software version 22.005 (or higher), has the capability to change the OnStar[®] phone number.

Service Procedure

1. With the Tech 2[®], build the vehicle to specifications within the Diagnostics area of the Tech 2[®].
2. For vehicles with physical-based diagnostics – under Body, go to the OnStar[®] section. Then select the Special Functions menu.
3. Locate the Program Phone Number prompt and select it. The original phone number will be displayed on the Tech 2[®] screen.
4. Contact the OnStar[®] team at the GM Technical Assistance Center (TAC) to obtain a new phone number.
5. Highlight the digits of the phone number one at a time and enter the new phone number using the number keys on the Tech 2[®].

6. Press the Soft key at the base of the screen for Done once these numbers have been changed on the screen.
7. Press the Soft key for Done again. The area code or new phone number has now been programmed into the phone.
8. Cycle the ignition to Off and open the driver's door.
9. Press the blue OnStar® button to make sure that a normal connection can be made to the OnStar® call center. If applicable, make sure the OPC works properly by making a phone call.
10. If the system is working properly, fax or voicemail a case closing into the OnStar® team at TAC with the results. Dealers in Canada should submit case closing information through the GM infoNET.

Please follow this diagnostic 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. If the procedure above does not resolve the condition, you must contact TAC for further assistance. This diagnostic approach was developed specifically for this condition and should not automatically be used for other vehicles with similar symptoms.

**Warranty Information
(excluding Saab U.S. Models)**

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
R9717*	MIN and/or MDN Cellular Communications (OnStar®) – Configuration Update	0.4 hr

*This labor operation number is for bulletin use only.

Warranty Information (Saab U.S. Models)

For vehicles repaired under warranty, use:

Labor Operation	Description	Failed Object	Fault/Reason	Location Code	Warranty Type	Repair/Action Code	Labor Time
3691003	MIN and/or MDN Cellular Communications (OnStar®) – Configuration Update	36910	61	0	01	05	0.4 hr

