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**2004 Cadillac CTS**

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# **Information on Upgrading Certain OnStar Generation 5 Analog/Digital-Ready Systems to OnStar Generation 6 Dual-Mode (Analog/Digital) #05-08-46-006B - (Aug 31, 2005)**

Information on Upgrading Certain OnStar® Generation 5 Analog/Digital-Ready Systems to OnStar® Generation 6 Dual-Mode (Analog/Digital)

2003-2004 Buick Rendezvous, LeSabre

2004 Buick Rainier, Regal

2004-2005 Buick Century

2003 Cadillac CTS (built after and including VIN breakpoint 30148827), DeVille (built after and including VIN breakpoint 3U261178), Seville (built after and including VIN breakpoint 3U261889)

2003-2004 Cadillac Escalade Models

2004 Cadillac CTS, DeVille, Seville

2004-2005 Cadillac SRX

2005 Cadillac CTS, STS

2003-2004 Chevrolet Avalanche, Express, Silverado, Suburban, Tahoe, TrailBlazer Models

2003-2005 Chevrolet Cavalier, Venture

2004 Chevrolet Colorado, Impala, Monte Carlo

2004-2005 Chevrolet Malibu, Malibu Maxx

2005 Chevrolet Cobalt

2003-2004 GMC Envoy Models, Savana, Sierra, Yukon Models

2004 GMC Canyon

2003-2004 Oldsmobile Bravada

2003-2004 Oldsmobile Silhouette

2003-2004 Pontiac Aztek, Bonneville

2003-2005 Pontiac Montana, Sunfire

2004 Pontiac Grand Prix

2005 Pontiac G6

2003-2004 HUMMER H2

**This program is only available to dealers located in the United States. Canadian dealers will not be able to order upgrade kits at this time.**

This bulletin is being revised to add models and update the procedure and part information. Please discard Corporate Bulletin Number 05-08-46-006A (Section 08 - Body/Accessories).

This bulletin is being issued to provide dealer personnel with information and procedures to follow should an owner wish to upgrade their OnStar® Generation 5 analog/digital-ready system to an OnStar® Generation 6 Dual-mode (analog/digital) system.

### **Service Procedure**

Customers who wish to upgrade their vehicle to an OnStar® Generation 6 Dual-mode (analog/digital) system will be required to purchase a 3-year, non-refundable subscription to OnStar®. If they agree to this, they will be eligible for an upgrade, which will be provided to them at no additional cost. *To participate in this program, the customer will pay the dealership for the 3-year subscription. Your dealership's open account will be charged for the upgrade package so you must collect payment from your customer. The prices for the three upgrade packages are as follows:*

- *3-year Safety and Security (S&S) ADT package: \$549 plus tax (if applicable)*
- *3-year Directions and Connections (D&C) ADT package: \$1099 plus tax (if applicable)*
- *3-year Luxury and Leisure (L&L) ADT package: \$2159 plus tax (if applicable)*

**Important:** If the customer sells their upgraded vehicle prior to the end of the 3-year subscription, any unused whole months of their subscription can be transferred to their next OnStar®-equipped General Motors vehicle.

**Important:** The new Dual-mode (analog/digital) OnStar® Vehicle Communication Interface Module (VCIM) that will be installed into the customer's vehicle, as part of this upgrade, will have a new telephone number assigned to it. There is no way to transfer the customer's current telephone number to the new system.

**Important:** Only vehicles listed in this bulletin will be eligible for the digital-upgrade program. You may also determine vehicle upgradeability by typing the VIN into the appropriate field on [www.onstarenrollment.com](http://www.onstarenrollment.com).

Technicians are to install the OnStar® digital-upgrade kit using the following procedure:

1. If the customer's vehicle is listed in this bulletin and they have agreed to sign up for a 3-year, non-refundable subscription to OnStar®, an upgrade kit can be ordered by faxing in a form that is titled "Terms and Conditions of Your OnStar® Service". This form can be obtained by calling the distributor, Autocraft, at 1-888-947-8100. This form can also be downloaded from Autocraft's website, [www.aeorder.com](http://www.aeorder.com). After this form is completely filled out, and the customer's signature is obtained, fax it to 972-466-6340. Please give a copy of this form to the customer and keep a copy for dealership records. An upgrade kit will be shipped out within 24 hours and a pre-paid return package label will be included for returning the customer's Generation 5 VCIM.

**Important:** By returning the customer's original VCIM, you will avoid a significant non-return core charge. If you do not ship back the original VCIM within 30 days of kit order, your dealership will be charged for this VCIM.

2. Refer to the Parts Information table below to determine which OnStar® upgrade kit to order.
3. *Place the new OnStar® Owner's Manuals from the upgrade kit in the customer's vehicle where they can review some of the new features of the dual mode (analog/digital) system. The continuous digit dialing feature should be highlighted to the customer to avoid a return to the dealership for dialing instructions.* Discard any existing OnStar® Owner's Manuals that may be in the customer's instrument panel compartment.

4. *Prior to installing the new dual mode (analog/digital) VCIM, the technician must press the OnStar® white dot button or the phone button. After the system responds, say "units". After the system responds, say "verify". Write down the number of units that are in the customer OnStar® account. You will need this when you set up the new OnStar® account.*
5. *Unscrew the existing analog OnStar® antenna mast from the antenna base and discard. Screw in the provided analog/digital OnStar® antenna mast into the antenna base. This step only applies to the following 2003 model year vehicles (skip to *step 5* if the vehicle to be upgraded is not listed below).*
  - 2003 Buick  
Rendezvous
  - 2003 Cadillac Escalade, Escalade ESV, Escalade  
EXT
  - 2003 Chevrolet Avalanche, Silverado, Suburban, Tahoe,  
Venture
  - 2003 GMC Sierra, Yukon, Yukon  
XL
  - 2003 HUMMER  
H2
  - 2003 Oldsmobile  
Silhouette
  - 2003 Pontiac Aztek,  
Montana
6. *Replace the existing OnStar® analog on-glass antenna mast, inner coupler and outer coupler with the provided new digital antenna components. Refer to the antenna component replacement instructions in the Cellular Communication section of SI. This step only applies to the following vehicles (skip to *step 6* if the vehicle to be upgraded is not listed below).*
  - 2003-2004 Buick  
LeSabre
  - 2004 Buick  
Regal
  - 2004-2005 Buick  
Century
  - 2003-2004 Cadillac DeVille,  
Seville
  - 2003-2004 Cadillac  
CTS
  - 2004 Cadillac SRX built prior to VIN breakpoint  
40171353

- 2003 Chevrolet TrailBlazer, TrailBlazer EXT
- 2003-2004 Chevrolet Express
- 2004 Chevrolet Impala, Monte Carlo
- 2003-2005 Chevrolet Cavalier
- 2003 GMC Envoy, Envoy XL
- 2003-2004 GMC Savana
- 2003 Oldsmobile Bravada
- 2003-2004 Pontiac Bonneville
- 2003-2005 Pontiac Sunfire

7. *The 2005 Cadillac STS kit will include a new inside rear view (ISRV) mirror assembly. Please remove the existing ISRV mirror and install the provided one per the instructions in SI.*
8. Replace the OnStar® VCIM in the vehicle with the provided analog/digital VCIM. Refer to the Communication Interface Module Replacement procedure in the Cellular Communication section of SI.
9. *After installing the new VCIM, the OnStar® system must be reconfigured by contacting OnStar® and requesting a reconfiguration. As SI states, the appropriate steps to reconfigure the new OnStar® VCIM are as follows:*
  - A. Press the blue OnStar® button to connect to the OnStar® call center.
  - B. Tell the advisor that this vehicle has received a new VCIM.
  - C. Ask the advisor to add the new Station Identification (STID) and Electronic Serial Number (ESN) to update the customer's account.
  - D. Follow any additional instructions from the OnStar® advisor.
  - E. Ask the advisor to activate the OnStar® Hands-Free Calling feature , if available. *Tell the advisor the number of minutes (from Step 3) to load into the new module.*

**Important:** Please note that the OnStar Hand-Free Calling functionality will not be available until the following day.

- F. *After configuration, you must ask the OnStar® advisor to transfer you to the OnStar® Dealer Center (ODC). If you are disconnected, call the ODC at 1-888-ONSTAR-1 (1-888-667-8271). Request that a 3-year Analog-to-Digital Transition (ADT) upgrade package be*

applied to the customer's account. All upgrade packages are dealer prepaid. The dealer's open account will be charged for the cost of the package plus any applicable taxes. The three Digital-upgrade packages that are available are:

- 3-year Safety and Security (S&S) ADT package
- 3-year Directions and Connections (D&C) ADT package
- 3-year Luxury and Leisure (L&L) ADT package

**Important:** As SI states, **YOU MUST REMEMBER TO RECONFIGURE THE NEW MODULE WITH AN ONSTAR® ADVISOR TO COMPLETE THIS REPAIR. FAILURE TO DO SO WILL RESULT IN COMEBACKS AND CHARGEBACKS.** In addition, pressing and holding the white dot button on the keypad will NOT reconfigure the OnStar® system. This action will cause a Diagnostic Trouble Code (DTC) to set.

- *Have the Service Advisor, Service Manager or Sales Consultant review the new OnStar® Hands-Free Calling procedure with the customer. The customer is used to their Generation 5 analog/digital-ready OnStar® Hands-Free Calling system, which uses individual digit dial to make a call. Generation 6 Dual-mode (analog/digital) uses continuous digit dial, and the customer needs to be made aware of this change.*
- Give the "OnStar® Generation 6 Dual-Mode analog/digital Tip Sheet" to your customer. This tip sheet will help your customer better understand their new OnStar® system.
- Collect payment from the customer. *Your dealership's open account will be charged for the upgrade package so you must collect payment from your customer.* The prices for the three upgrade packages are as follows:
  - 3-year Safety and Security (S&S) ADT package: \$549 plus tax (if applicable)
  - 3-year Directions and Connections (D&C) ADT package: \$1099 plus tax (if applicable)
  - 3-year Luxury and Leisure (L&L) ADT package: \$2159 plus tax (if applicable)

**Important:** *GM employees or representatives or field personnel will not be able to help you or the customer pay for this program. If the dealership decides to pay for the upgrade program for their customer, be aware that your GM or OnStar® contact will not be able to reimburse you for this cost.*

- Use labor code Z2096 to submit your claim for the labor time published below plus 0.2 hr Administrative Allowance and an additional \$20.00 Net Amount. For claim submission, use Complaint Code MH -- Technical Bulletin, and Failure Code 93 -- Technical Service Bulletin.

**Important:** Remember to return the customer's original VCIM to avoid a significant non-return core charge. If you do not ship back the original VCIM within 30 days of kit order, your dealership will be charged for this VCIM.

### Parts Information

The following OnStar® upgrade kits should be ordered by calling Autocraft at 1-888-947-8100. Remember, you will need to have the "Terms and Conditions of Your OnStar® Service" form filled out and signed by the customer before Autocraft will ship a kit to you. These kits should not be ordered from GMSPO.

Part Number	Model Year and Vehicle Line
19115197	2004 HUMMER H2
	2004 Chevrolet Colorado
	2004 GMC Canyon
19115198	2004 Buick Rainier, Rendezvous
	2004 Cadillac SRX (built after and including VIN breakpoint 40171353)
	2005 Cadillac SRX (built prior to VIN breakpoint 50169388)
	2004 Chevrolet TrailBlazer, TrailBlazer EXT
	2004 GMC Envoy, Envoy XL, Envoy XUV
	2004 Oldsmobile Bravada
19115199	2004 Pontiac Aztek
	2004 Cadillac Escalade, Escalade ESV, Escalade EXT
	2004 Chevrolet Avalanche, Silverado, Suburban, Tahoe
	2004 GMC Sierra, Yukon, Yukon XL
19115200	2004 Grand Prix
	2003 HUMMER H2

19115201	2003 Buick Rendezvous 2003 Pontiac Aztek
19115202	2003 Cadillac Escalade, Escalade ESV, Escalade EXT 2003 Chevrolet Avalanche, Silverado, Suburban, Tahoe 2003 GMC Sierra, Yukon, Yukon XL
19115501	2005 Cadillac CTS
19115502	2004-2005 Chevrolet Malibu, Malibu Maxx 2005 Pontiac G6
19115503	2004-2005 Chevrolet Venture 2004-2005 Oldsmobile Silhouette 2004-2005 Pontiac Montana
19115504	2005 Chevrolet Cobalt
19115505	2005 Cadillac STS
19115506	2003 Chevrolet Venture 2003 Oldsmobile Silhouette 2003 Pontiac Montana
19115549	2003 Cadillac DeVille (built after and including VIN breakpoint 3U261178) 2004 Cadillac DeVille 2003 Cadillac Seville (built after and including VIN breakpoint 3U261889) 2004 Cadillac Seville 2003-2005 Chevrolet Cavalier 2003-2005 Pontiac Sunfire
19115550	2003 Cadillac CTS (built after and including VIN breakpoint 30148827) 2004 Cadillac CTS



19115551	<p>2004-2005 Buick Century</p> <p>2003-2004 Buick LeSabre</p> <p>2004 Buick Regal</p> <p>2003-2004 Chevrolet Express</p> <p>2004 Chevrolet Impala, Monte Carlo</p> <p>2003-2004 GMC Savana</p> <p>2003-2004 Pontiac Bonneville</p>
19115556	<p>2004 Cadillac SRX (built prior to VIN breakpoint 40171353)</p> <p>2003 Chevrolet TrailBlazer, TrailBlazer EXT</p> <p>2003 GMC Envoy, Envoy XL</p> <p>2003 Oldsmobile Bravada</p>

### Warranty Information

Labor Operation	Model Year and Vehicle Line	Labor Time
	2004 Pontiac Grand Prix	0.5 hr
	<p>2004 Buick Rainier</p> <p>2004 Chevrolet Colorado</p> <p>2004 Chevrolet TrailBlazer, TrailBlazer EXT</p> <p>2003-2005 Chevrolet Venture</p> <p>2004 GMC Envoy, Envoy XL, Envoy XUV</p> <p>2004 GMC Canyon</p> <p>2004 Oldsmobile Bravada</p>	0.6 hr

Z2096 OnStar® Analog-to-Digital  
Upgrade Kit-Install\*

2003-2004 Oldsmobile Silhouette	
2003-2005 Pontiac Montana	
2003-2004 Buick Rendezvous	0.7 hr
2003-2004 Pontiac Aztek	
2003-2004 Buick LeSabre	0.8 hr
2003-2004 Chevrolet Express	
2003-2004 GMC Savana	
2003-2004 Pontiac Bonneville	
2003-2004 Cadillac DeVille	0.9 hr
2003 Chevrolet TrailBlazer, TrailBlazer EXT	
2004 Chevrolet Impala, Monte Carlo	
2004 GMC Envoy, Envoy XL, Envoy XUV	
2004 Oldsmobile Bravada	
2004-2005 Buick Century	1.0 hr
2004 Buick Regal	
2003-2005 Cadillac CTS	
2005 Chevrolet Cobalt	
2003-2004 Cadillac Escalade, Escalade ESV, Escalade EXT, Seville	1.1 hrs
2003-2004 Chevrolet Avalanche, Silverado, Suburban, Tahoe	
2003-2004 GMC Sierra, Yukon, Yukon XL	
2003-2004 HUMMER H2	1.4 hrs

	2003-2005 Chevrolet Cavalier	1.6 hrs
	2003-2005 Pontiac Sunfire	
	2005 Cadillac SRX	1.7 hrs
	2004-2005 Chevrolet Malibu, Malibu Maxx	
	2005 Pontiac G6	
2004 Cadillac SRX	2.0 hrs	
*This is a unique labor operation number for bulletin use only. This number will not be published in the Labor Time Guide.		

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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