

Component Procedures: Cellular Phone

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Component Procedures: Cellular Phone

Cellular Telephone (Article 10917)

The mobile telephone control module offers the opportunity to hold phone conversations using a cellular telephone via a vehicle microphone and vehicle speaker system and to operate the most important cellular telephone functions via the infotainment system in the vehicle. The mobile telephone control module is available in two configurations, based on different radio types, mobile telephone control module low for base CD radio and a mobile telephone control module high for uplevel CD radios and navigation-systems. Both modules basically provide the same features:

- Call lists
- Call handling
- Steering wheel control
- Status messages
- Phone book
- Bluetooth
- Speech recognition, including adaptive echo and noise reduction algorithm

An additional base plate and cradle is available for specific cellular telephones, available as an option. It provides charging of the cellular telephone and a connection to the outside antenna. All cellular telephone interaction and data transmission to mobile telephone control module is done via Bluetooth. In order to create a connection between the mobile telephone control module and the infotainment system, the mobile telephone control module must be switched on and the cellular telephone logged in. The mobile telephone control module switches itself on and off via the ignition. If the ignition is switched off the mobile telephone control module can be switched on and off via the infotainment system. When a telephone connection is active, the radio sound is switched off. When the telephone connection has ended, the radio sound is switched on again.

Speech Recognition

The speech recognition enables the operation of some cellular telephone functions by voice input. It recognizes commands and sequences of numbers independently of the person speaking. The commands and sequences of numbers can be spoken without a break between the individual words. It is also possible to save telephone numbers using a name randomly chosen by the user. The telephone connection can be created using the proper name.

Radio and Telephone Control Switch Replacement (Article 10984)

Callout Component Name

Preliminary Procedure Remove the steering wheel spoke cover. Refer to Steering Wheel Spoke Cover Replacement.

Preliminary Procedure

Remove the steering wheel spoke cover. Refer to Steering Wheel Spoke Cover Replacement.

1 Radio and Telephone Control Switch Fastener (Qty: 2) Caution: Refer to Fastener Caution.

2 Radio and Telephone Control Switch

All New Technical Service Bulletins (itype_432)

Tsbs

- OnStar Module 2G Sunset Information (23-NA-001, 2025/03/28)
- Diagnostic Tip: Voice Recognition Errors When Using iPhone With One Or More Emojis/Emoticons/Symbols In Contacts List (PIC5953D, 2018/06/14)

All Technical Service Bulletins (itype_100)

Tsbs

- Vehicle Communication Interface Module (VCIM) Programming Not Completed (17398, 2018/03/09)
- OnStar- Unwanted Or Phantom Phone Calls (PIC3278G, 2017/02/20)
- Diagnostic Tip: Voice Recognition Errors When Using iPhone With One Or More Emojis/Emoticons/Symbols In Contacts List (PIC5953D, 2018/06/14)
- Questionnaire for Bluetooth Related Concerns (PIC5932B, 2017/08/09)
- Diagnostic Tip: Unable To Connect Or Use Hands Free Calling Or No Data On The Call (Failed To Voice) (PIC4310L, 2015/04/17)
- Infotainment - System Will Not Return To Media After Call (16-NA-011, 2016/01/19)
- Incoming Bluetooth Calls Cannot Be heard Through Vehicle Audio System - (Dec 5, 2016) (PIC6233, 2016/12/05)
- OnStar Bluetooth Pairing Limit And Operational Characteristics (PIC5759B, 2017/01/12)
- Cell Phone - Bluetooth(R) Connection Issues (PIC5901A, 2014/08/18)

- Infotainment System - Radio Does Not Re-Pair iPhone(R) (PI1218A, 2014/08/21)
- Behavior of Non-Upgraded OnStar® Equipped Vehicles Operating in Canada after Decommissioning of 2G CDMA Cellular Networks (16-NA-025, 2021/12/16)
- Electrical - Aftermarket Devices May Interfere With OnStar(R) (08-08-46-004A, 2012/11/30)
- OnStar Module 2G Sunset Information (23-NA-001, 2025/03/28)
- Red LED, No WiFi Operation, and/or Limited OnStar(R) Module Functionality After OnStar Module Replacement for Another Condition (17-NA-215, 2018/02/28)
- Apple Phone Will Not Always Auto Connect Through Bluetooth To The Radio (PIC6120A, 2016/03/21)
- GM of Canada OnStar® Cellular Communication Upgrade (15-08-44-001J, 2021/12/16)
- Bluetooth Audio Skipping At Times (PIC6116A, 2016/03/04)
- OnStar Bluetooth Option Availability (PIT4733K, 2017/01/12)
- OnStar(R) - Voice Recognition Operation Issues (PIC3011H, 2014/02/26)

Repair Tips (itype_110)

Tsbs

- Electrical - Aftermarket Devices May Interfere With OnStar(R) (08-08-46-004A, 2012/11/30)
- Infotainment - System Will Not Return To Media After Call (16-NA-011, 2016/01/19)
- Cell Phone - Bluetooth(R) Connection Issues (PIC5901A, 2014/08/18)
- Infotainment System - Radio Does Not Re-Pair iPhone(R) (PI1218A, 2014/08/21)
- OnStar(R) - Voice Recognition Operation Issues (PIC3011H, 2014/02/26)

Mobile Telephone Control Module Programming and Setup (Article 10745)

The following service procedures require either a programming or a setup event performed for a complete repair. Do not reprogram the mobile telephone control module, unless directed by a service procedure, or a service bulletin.

Mobile Telephone Control Module Replacement and/or Programming

If the mobile telephone control module needs to be replaced and/or reprogrammed, the following procedures must be performed:

- Connect a scan tool to the vehicle and access SPS. Refer to Service Programming System (SPS) .
- Perform the SPS function Mobile Telephone Control Module Programming and follow the on-screen instructions.
- Perform the SPS function Onstar Activation and follow the on-screen instructions.
- Clear DTCs after completing the programming procedure.

Erratic Operation (itype_132)

Tsbs

- OnStar- Unwanted Or Phantom Phone Calls (PIC3278G, 2017/02/20)
- Apple Phone Will Not Always Auto Connect Through Bluetooth To The Radio (PIC6120A, 2016/03/21)
- Diagnostic Tip: Voice Recognition Errors When Using iPhone With One Or More Emojis/Emoticons/Symbols In Contacts List (PIC5953D, 2018/06/14)
- Infotainment - System Will Not Return To Media After Call (16-NA-011, 2016/01/19)

Inoperative (itype_148)

Tsbs

- Red LED, No WiFi Operation, and/or Limited OnStar(R) Module Functionality After OnStar Module Replacement for Another Condition (17-NA-215, 2018/02/28)

Poor performance (itype_162)

Tsbs

- Apple Phone Will Not Always Auto Connect Through Bluetooth To The Radio (PIC6120A, 2016/03/21)
- Diagnostic Tip: Unable To Connect Or Use Hands Free Calling Or No Data On The Call (Failed To Voice) (PIC4310L, 2015/04/17)
- Bluetooth Audio Skipping At Times (PIC6116A, 2016/03/04)

Miscellaneous Information (itype_111)

Tsbs

- Questionnaire for Bluetooth Related Concerns (PIC5932B, 2017/08/09)

OEM Policies and Procedures (itype_120)

Tsbs

- GM of Canada OnStar® Cellular Communication Upgrade (15-08-44-001J, 2021/12/16)

Service Campaigns (itype_108)

Tsbs

- Vehicle Communication Interface Module (VCIM) Programming Not Completed (17398, 2018/03/09)