# 2004 - 2009 Cadillac XLR: Service Bulletin: 118 Error When Attempting To Configure OnStar, Use TBT, Or Other Data Services After 15-08-44-001 Upgrade

## #PIT5484A: 118 Error When Attempting To Configure OnStar, Use TBT, Or Other Data Services After 15-08-44-001 Upgrade - (Mar 1, 2016)

**Subject**: 118 Error When Attempting To Configure OnStar, Use TBT, Or Other Data Services After 15-08-44-001 Upgrade

**Models**:
2005-2009 Buick Allure
2004 Buick Century
2005-2009 Buick LaCrosse
2000-2005 Buick LeSabre
2004-2007 Buick Rainier
2004 Buick Regal
2003-2007 Buick Rendezvous
2005-2007 Buick Terraza
2003-2007 Cadillac CTS
2002-2005 Cadillac Deville
2003-2006 Cadillac Escalade
2002-2004 Cadillac Seville
2004-2006 Cadillac SRX
2004-2011 Cadillac STS
**2004 - 2009 Cadillac XLR**
2003-2006 Chevrolet Avalanche
2005-2010 Chevrolet Cobalt
2004-2012 Chevrolet Colorado

2005-2013 Chevrolet Corvette
2005-2006 Chevrolet Equinox
2004-2005 Chevrolet Express
2006-2011 Chevrolet HHR
2001-2005 Chevrolet Impala
2004-2012 Chevrolet Malibu
2002-2005 Chevrolet Monte Carlo
2003-2007 Chevrolet Silverado
2003-2006 Chevrolet Suburban
2003-2006 Chevrolet Tahoe
2009-2009 Chevrolet TrailBlazer
2005-2009 Chevrolet Uplander
2003-2005 Chevrolet Venture
2004-2012 GMC Caynon
2002-2009 GMC Envoy
2003-2005 GMC Savana
2003-2007 GMC Sierra
2003-2006 GMC Yukon/Yukon XL
2003-2007 Hummer H2
2006-2011 Hummer H3
2001-2003 Oldsmobile Aurora
2002-2004 Oldsmobile Bravada
2003-2004 Oldsmobile Silhouette
2003-2005 Pontiac Aztek
2000-2005 Pontiac Bonneville
2007-2010 Pontiac G5
2005-2010 Pontiac G6
2004-2008 Pontiac Grand Prix
2003-2009 Pontiac Montana
2005-2006 Pontiac Pursuit
2006-2010 Pontiac Solstice
2004-2005 Pontiac Sunfire
2006 Pontiac Torrent
2005-2008 Pontiac Vibe

2008-2009 Saturn Astra
2007-2010 Saturn Aura
2004-2007 Saturn ION
2003-2004 Saturn L-Series
2005-2007 Saturn Relay
2007-2010 Saturn Sky
2003-2007 Saturn Vue

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This PI was superseded to update Condition/Concern. Please discard PIT5484.

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**Condition/Concern**

Dealers may report that OnStar is unable to configure the vehicle after the OnStar 15-08-44-001 upgrade. OnStar receives a 118 error when attempting to configure the vehicle. Dealers should receive a sheet with the kit that provides steps to assist with handling this error.

Additional symptoms related to the 118 error may be noticed including:

- OnStar unable to Download Turn By Turn directions
- OnStar Data Services inoperative (remote unlock, flash lights, etc)
- Long connect times when attempting to connect to OnStar

Please complete the steps in list B, if you experience any of these additional above conditions.

**Important:** -Additional Set-up Instructions

During the blue button call, the OnStar advisor may tell you that the vehicle cannot be configured. This occurs because the new module is not connecting to the preferred network.

If this occurs, please follow these steps:

1. After talking to OnStar through the blue button, leave the vehicle powered up for 10 minutes for the cellular network to update.
2. Turn off the vehicle.
3. Cancel RAP (open the driver door).
4. Disconnect the vehicle battery.
5. Wait for 5 minutes.
6. Reconnect the vehicle battery.
7. Press the blue button again to contact an advisor and attempt another configuration.
8. Verify that the configuration was successful.

If there are still configuration issues, please contact the OnStar Technical Assistance Centre for assistance.

List B: Re-establishing a Packet Data connection with the Cell Carrier

1. Connect to OnStar and verify the concern.
2. Turn off the vehicle.
3. Cancel RAP (open the driver door).
4. Disconnect the vehicle battery
5. Wait for 5 minutes.
6. Reconnect the vehicle battery.
7. Let the vehicle run outside for 5 min.
8. Press the OnStar button and connect to an advisor and test operation of Vehicle Data Services and/or TBT operation.

**Recommendation/Instructions**

If the concern is still present after performing the steps provided, it may be necessary to drive the vehicle into a metro area and retest. If the vehicle is already in a metro area and exhibits this concern, it may be necessary to drive the vehicle 2 Kilometers in each direction of the

dealer to allow the OnStar system to connect to a tower and establish a Packet Data connection. If packet Data still cannot be established, install the OnStar test antenna and retest operation after letting the vehicle run outside for 5 minutes.

Online URL:
https://www.xlr-net.com/knowledgebase/article/2004-2009-cadillac-xlr-service-bulletin-118-error-when-attempting-to-configure-onstar-use-tbt-or-other-data-services-after-15-08-44-001-upgrade-23.html