




Welcome to OnStar.

Welcome.

Congratulations on your purchase of an OnStar-equipped General Motors vehicle! With all the services OnStar can provide you, you'll enjoy greater peace of mind when you travel. You'll find services from Remote Door Unlock, to Automatic crash notification and Turn-by-Turn Navigation. And, you can make and receive calls using OnStar Hands-Free Calling! OnStar can make your travels safer and more convenient.

This Owner Guide will assist you in becoming familiar with all the services OnStar provides, so keep it in your vehicle for reference. If you need further assistance, push the blue OnStar button  to speak with a specially trained OnStar Advisor 24 hours a day, 365 days a year. There's never a charge to ask a question or talk to an Advisor, it's all part of your OnStar subscription.

Thank you for choosing an OnStar-equipped vehicle!



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Owner Guides are available in Spanish and French languages. Visit www.onstar.com. Your vehicle can be programmed to respond in French or Spanish language, just push the OnStar button and ask an Advisor. OnStar Advisors can speak French or Spanish as well.

You can also learn how OnStar works by listening to the enclosed audio CD. You'll hear live examples about how to make calls, store numbers and how the available OnStar Turn-by-Turn Navigation works.



It begins with the **blue** button.

Push this button now and you'll be connected to a specially trained OnStar Advisor who can verify all of your account information and can answer any questions you may have.

- Most new OnStar-equipped vehicles come with a one-year subscription to the Safe & Sound Plan. Some GM Certified Used Vehicles come with a shorter trial subscription, or on any pre-owned vehicle you can easily start a new subscription.
- If your vehicle comes with the one-year Directions & Connections Plan, or if you choose to upgrade to this service plan, an Advisor can download Turn-by-Turn driving directions, or give you driving directions, find millions of addresses, businesses or restaurants, and provide other connection services.



Red Emergency Button

In an emergency, push this button to get help from specially trained OnStar Emergency Advisors.

- If you are having an emergency or if you are in an accident.
- To be a Good Samaritan or to respond to an AMBER Alert.



Hands-Free Calling Button






We've made staying in touch on the road safe and easy with hands-free, voice-activated calling* that's built right into your vehicle.

- Use this button to make a call or end a call.
- To answer an incoming call.
- To give OnStar Turn-by-Turn Navigation voice commands.
- To access Virtual Advisor for location based traffic, weather and stock reports.



System Status

To the right of the OnStar buttons is a System Status light. Your vehicle runs an OnStar systems check every time you start up. This light is designed to indicate to you that your OnStar system is active and ready to make calls. On vehicles with an automatic dimming rearview mirror, the green light on the left side of the buttons indicates that the automatic dimming function is on.

- 
Solid Green - indicates the OnStar system is fully functional and ready to make or receive calls.
- 
Flashing Green - when you are on a phone call or when someone is calling you, the green light will flash.
- 
Red - indicates that your OnStar system has detected a problem within the system. Push your OnStar button  and ask an OnStar Advisor to run a diagnostic check. If you cannot connect to OnStar please visit a dealer for service as soon as possible.
- 
No Light - this indicates that your OnStar subscription is not active or has expired. All services have been deactivated and are not functional. Push the blue OnStar button and wait until your system connects to an Advisor who can renew your subscription. See page 38 for subscription information.

** OnStar Hands-Free Calling requires a Hands-Free enabled vehicle, existing OnStar service contract and prepaid minutes or enrollment in a shared minutes plan. Not available in certain markets. Calls may be made to the US and Canada only. See "Additional Information" section on pages 38-39 for system limitations and details.*



To find out what OnStar can do for you, just push the **blue button.**

Most new vehicles come with one year of OnStar service, available 24/7. There are two levels of service – the **Safe & Sound Plan** and the **Directions & Connections Plan**. Both plans come with all the Emergency services, Safe & Sound services and the Hands-Free Calling feature. The uplevel Directions & Connections Plan adds driving directions delivered by OnStar Turn-by-Turn Navigation*, or verbally by an Advisor, as well as several Connection Services. An OnStar Advisor can tell you what plan came with your vehicle, or can tell you how to upgrade your service – just push the blue button!

Push the blue button now to get your welcome call.

**Antilock braking system and Directions & Connections plan required. Not available in certain areas. Visit onstar.com for coverage map.*

The Blue OnStar Button



The Safe & Sound Plan

(Includes a link to all of the Emergency Services, plus the following services)

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The Directions & Connections Plan

(Includes all Safe & Sound services, plus the following services)

Directions

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Connections

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The Safe & Sound Plan includes:

OnStar Turn-by-Turn Navigation Trial

All subscribers receive one trial route so you can experience Turn-by-Turn Navigation. Try it today, it's as easy as...


- 1 PUSH 2 TELL 3 LISTEN 4 ARRIVE**

Refer to page 10 for all the details about Turn-by-Turn Navigation.

Roadside Assistance

No one wants to get stuck on the road. If you do, OnStar can help.

- **Flat tire?**
- **Out of gas?**
- **Dead battery?**
- **Need a tow?**

Just push the blue button.  When you do, your vehicle sends its GPS location to OnStar. The Advisors can direct Roadside Services to your exact location. No extra charge - all covered services are included in your subscription.

OnStar Vehicle Diagnostics*

OnStar Vehicle Diagnostics is a service that can automatically run a diagnostic check on key vehicle systems and then send you monthly reports by e-mail.

Every month you get a simple e-mail report telling you the status of your:

- Engine and transmission systems
- Air bag systems
- Antilock brake system
- OnStar system
- Remaining engine oil life and odometer reading
- Tire pressures (if your vehicle has tire pressure monitoring)
- Vehicle maintenance alerts



**Available on 2004 MY & newer GM models equipped with the GM Oil Life System. Diagnostics not available on 2008 and older Pontiac Vibe, and 2008 Saturn Astra. For details, call 1-888-4-ONSTAR (1-888-466-7827) or press your blue button.*



The report includes your vehicle's Hands-Free Calling number, the amount and expiration of Hands-Free Calling minutes remaining and the status of your OnStar subscription.

OnStar Vehicle Diagnostics is included with your OnStar subscription at no extra charge. Just push your OnStar button, or sign up online with your e-mail address at onstar.com.

GM Goodwrench On-Demand Diagnostics

If your "Check Engine" light comes on or if you have some other type of vehicle problem, an OnStar Advisor can tell you whether or not the problem requires immediate attention. If it does, or if the Advisor can't tell exactly what the problem is, they can help you find a GM dealership near your current location, give you directions to get there, and can call the dealership to help get you back on the road. So wherever you drive, whenever you might have a concern about your vehicle, you have the peace of mind of knowing an OnStar Advisor and thousands of GM dealers are ready to assist you.

Remote Door Unlock*

You locked your keys in the car. It happens to everybody at one time or another. OnStar can get you back into your vehicle quickly. Just call OnStar at 1.888.4.ONSTAR (1.888.466.7827) and an Advisor can send a signal to unlock your door. In order for this feature to work, your vehicle must be equipped with power door locks.



Stolen Vehicle Location Assistance*


OnStar doesn't just help protect you, it helps protect your vehicle too. If your vehicle is stolen, call law enforcement immediately to report that your vehicle's been stolen, then call then call OnStar at 1.888.4.ONSTAR (1.888.466.7827). Or call OnStar first and an Advisor can conference you in with law enforcement so that you can file a stolen vehicle report. The Advisors will work with the local authorities, make every effort to locate your vehicle, report its location to them and work to arrange for recovery.

**Stolen Vehicle Location Assistance and Remote Door Unlock success varies with conditions.*

The Safe & Sound Plan includes:

Fuel Station Location



You're on a long trip, you weren't watching the fuel gauge, and the "LOW FUEL" light just came on. Where's the next station? How far away is it? Should you turn around or keep going? Don't panic, you've got OnStar onboard. A helpful Advisor can locate the nearest gas station or diesel fuel station, and all the E85 Ethanol stations in the U.S. and Canada. And they can give you exact driving directions to get there. Relax and push the blue button,  we'll be happy to help you.

OnStar Subscriber Window Stickers

Having OnStar can even be a theft deterrent. You'll find two small OnStar stickers in your OnStar Subscriber Information kit. Place one on the lower portion of your side windows to warn potential thieves. And, if you lock your keys in your vehicle, the OnStar phone number will be right there in front of you so you won't have to search for it. You should also talk to your insurance company; many offer discounts to owners of OnStar-equipped vehicles with active subscriptions.



Remote Horn and Lights

Have you ever forgotten where you parked? Or maybe you just need to draw attention to your car for security reasons?

- Call OnStar, we can send a message to sound your vehicle's horn.*
- Need to be more discreet? OnStar can just flash your vehicle's lights.*
- Or, OnStar can sound the horn and flash the lights.

24 hours a day, you can call an OnStar Advisor at 1.888.4.ONSTAR (1.888.466.7827) and ask for this service.

** Not all vehicles can operate the horn and lights separately.*

Advisor Record Feature



How to Record Driving Directions

Your OnStar system is equipped with an Advisor record feature.

You can store information given to you during a call with an OnStar Advisor, like driving directions or Hands-Free Calling instructions.

You can play back the stored information later.

TO RECORD:

1. While you're on an OnStar call, push the blue OnStar button.






You will hear the system beep (starts recording).

2. To stop recording, push the blue OnStar button again.

You will hear the system beep again (ends recording).

Note: Start of recording may be delayed up to five seconds to clear any previous recorded information. Recording starts immediately after the last beep. Your voice and the Advisor's voice will be recorded.

TO RECALL RECORDED INFORMATION:

1. Push the  button. When OnStar responds with "OnStar ready," say "Advisor playback."
2. Your recorded information will play.
3. To pause the play back, push the  button again.
4. To continue, push the  button and say "Advisor playback." OnStar will respond, "Please say play, or resume."
5. Say "Resume" to continue playback from where you previously stopped or say "Play" to start at the beginning.

The Directions & Connections Plan includes:

Directions

The Directions & Connections Plan gives you all the services included in the Safe & Sound Plan, plus Driving Directions, Connection Services and Ride Assist. If you have the Safe & Sound Plan, you can easily upgrade for a small additional cost. You can set up a monthly billing plan, or just upgrade for a month to try it out. You'll appreciate this feature, it can help you from getting lost or from wasting gas driving out of your way to find a business. OnStar Advisors can assist you with the following:

Driving Directions - using Turn-by-Turn Navigation

If your vehicle is properly equipped, the Advisors can deliver a planned route to your vehicle with a system called OnStar Turn-by-Turn Navigation*. Tell the Advisor where you want to go, or ask them to find the location. They can download all the directions right to your vehicle. Then as you drive, the voice guided system automatically knows each turn you'll need to make, tells you when the next road to turn on is coming up, and can correct your route if you miss a turn. You will be amazed. Refer to page 12 for the details on how OnStar Turn-by-Turn Navigation works.

Driving Directions - from OnStar Advisors

If you're in an area where Turn-by-Turn Navigation is not available, or if your vehicle is not properly equipped, OnStar Advisors can give you verbal directions. Just tell them your destination, or ask them to find the destination for you. They'll tell you each turn you need to make, how many miles to take each road and how far it is to your destination. If you can't remember all the turns, you can easily record the directions and play them back. Refer to page 9 on Advisor Record, or your Advisor can tell you how to do this.

** Antilock braking system and Directions & Connections plan required. Not available in certain areas. Visit onstar.com for coverage map.*

Connections



Information & Convenience Services

You have the ready assistance of Advisors, who can access more than 10 million points of interest. Places like:


- Hospitals
- Gas Stations
- Business & Stores
- Restaurants
- ATM's
- Ice Cream shops
- Veterinarians
- Airports

Just about any place you can think of the Advisors can find it.

While anyone can make a call to an Information operator to find a business for you, a call to an OnStar Advisor allows you to find a business that's closest to your current location. You won't waste time and gas driving out of your way, the Advisors can find a location for you that's in the direction of where you're going. And, the Advisors can give you directions on how to get there.

Phone Number Download

If you had an Advisor locate a business or other point of interest and you would like to call the business, ask the Advisor to download the phone number to your vehicle.


1. When you end your call with the Advisor, push the  button. After the *"OnStar Ready"* prompt, say *"Number recall."*
2. The downloaded phone number will automatically dial for you. (You'll be using minutes. See page 31)

RideAssist

If you need a lift, any time of the day or night, just call OnStar. By pushing the blue button, or dial 1.888.4.ONSTAR (1.888.466.7827). We'll contact an available transportation provider and send them to you.

OnStar Turn-by-Turn Navigation


OnStar Turn-by-Turn Navigation: Getting Your Route

Push the blue button  to connect to an OnStar Advisor*. Tell the Advisor the state, city, address, or the name of your desired destination, or, ask the Advisor to find it for you. If you would like to avoid traveling on highways or toll roads, be sure to tell the Advisor and they'll create a route that will attempt to avoid those types of roads. Keep in mind that routes usually use main roads and may not take into account traffic congestion or new road construction projects.

Here's how it works. The OnStar Advisor will create a route and send it to your vehicle. The directions begin by playing four initial messages, similar to:

- *"Directions are now being sent to your vehicle."*
- *"You will hear your first direction shortly."*
- *"Your destination is 10 miles away."*
- *"Start out by going north on Main Street."*

If you don't know which way north is, don't worry, just start driving. Your OnStar Turn-by-Turn Navigation system can identify where you are and where you should be. Within a few seconds, if you're not going north on Main Street the system will recognize this and give you directions to get you going in the right direction. The system continually checks your position on the route to make sure you're always going the right way.

Note: Once your route has been sent, if you're curious to know what roads you'll be taking, you can press the  button and give the "Route preview" command. Refer to page 15 or to your Quick Reference Card.

**If you just took delivery of your new car, it may take 48 hours until the Turn-by-Turn feature is fully activated.*

Automated Voice-Guided Directions

The OnStar Turn-by-Turn Navigation system can guide you through each turn or driving maneuver you need to make to get to your destination. In most cases you'll get up to three messages about upcoming turns. It doesn't matter if your radio is on or not, messages will play through the vehicle speakers. You can control the message volume using the radio volume control – only when the Turn-by-Turn Navigation messages are playing.

1. Your directions will announce the upcoming turn.
2. When you get close to the turn a second message plays.
3. Within a quarter mile from the turn the last message plays.
4. As a final reminder, a turn tone will play when you are at the turn*.

If your route has several consecutive turns that occur quickly, you may only get one turn message. As you drive, whenever you approach an upcoming turn, the messages will sound something like, *"In a half-mile turn right onto Miller Road."* When you get close to the turn you'll hear a second message similar to, *"Turn right onto Miller Road."* Then, when you're at the turn you need to make, you'll hear a final turn tone to alert you one last time.

Note: *Not every route will take you to your exact destination. In some cases the directions may only take you in close proximity to the address. You may have to visually locate your desired destination. If this happens, you can push the OnStar button and ask an Advisor to help you find the exact location.*


OnStar Turn-by-Turn Navigation

Making a Wrong Turn or Making Stops During a Planned Route

Because the OnStar Turn-by-Turn Navigation system stores your route and continually checks your position along that route, when you make a wrong turn or miss a turn, the system should recognize this. You'll hear a message that says: *"You have left the planned route, do you need directions to get back on route? I'm listening now, please say "Yes or No."* If, for instance, you have pulled off the highway to get gas, and you know that you are temporarily off the planned route, respond to the message by saying **"No."** When you return to the highway or get back to one of the roads on your route, the system will recognize this and Turn-by-Turn directions will resume. If you hear this message and think that you missed a turn, or if you made a wrong turn, say **"Yes."** The system should automatically calculate a new route for you, (or may connect you back to an OnStar Advisor). A few moments after you say **"Yes"**, new driving directions will begin.



If you make a stop during your trip, you will notice that each time you start your vehicle you will hear a message that says *"The OnStar navigation system is now active."* This is a reminder that your route is still stored and directions will begin to get you back on your planned route. After you drive a short distance, the system may recognize that you are off the planned route and will ask you if you want new directions. If you are returning to the road you were on before you went off the route, just say **"No."** The turn instructions resume when you return to that road.

Arriving at your Destination


When you reach your destination the system should give you an announcement like, *"Your destination is ahead,"* or *"1234 Miller Road is on your right."* Once you hear a message like this, the directions automatically end. Occasionally, because you did not cross the exact destination address, the driving directions could continue when you leave your destination. Just push the  button and give the command **"Cancel route."** This clears the stored route and ends Turn-by-Turn Navigation.


OnStar Turn-by-Turn Navigation Commands






An important part of this system is voice recognition. Whenever you have an active route you can give voice commands to get information about your route. Push the  button (on some vehicles you can use the steering wheel Mute button. ). This turns on the voice recognition feature. After the “OnStar Ready” response the voice recognition system is listening for you to say a command word.

Here is a complete list of the navigation commands available to you:

“Cancel Route” - If you decide you want to cancel your route, or you reached your destination and the directions continue, push the  button. After the “OnStar Ready” response, say “Cancel Route.” The system will ask you if you want to cancel your route. Say “Yes” to cancel the planned route and end the directions.

“Repeat” - If you missed the last direction or want to hear it again, push the  button. After the “OnStar Ready” response say “Repeat.”



“Route Preview” - If you want to hear all the turns you’ll be making, push the  button and say “Route Preview”. The system will play all of your turns in sets of three. To stop the route preview, push the  button again.


“Update Route” - If you received the message “*You have left the planned route, do you need directions to get back on route?*”, and you responded by saying, “No,” this does not cancel your route – the system saves your route and your destination. If you decide later that you want to get a new route to your original destination, push the  button and say “Update route.” OnStar Turn-by-Turn Navigation will automatically create a new route from your current location and will begin giving you revised directions within a minute.

“Get My Destination” - When will we be there? You can get the distance remaining to your destination at any time by giving the command, “Get My Destination.” The system responds with the current distance to your destination and the next turn instruction.

(cont. on pg. 16)

OnStar Turn-by-Turn Navigation

“Help” - Push the  button and say “Help.” When you do, all the voice commands will be played including the Hands-Free Calling commands. Push the  button to stop.

“English - Metric Setting” - If you would like to change your system from English to Metric measurements, push the  button and say “English Metric Settings.” Repeat this command to return to English settings.


“Store Route Destination” and “Plan Route” - Some vehicles allow you to store destinations. You can store your last route or you can store a current destination by giving the command, **“Store destination.”** The system then asks you to assign a name tag. Now, any time you want to get directions to that destination, give the command, **“Plan route”**. The system will ask you for the name tag. Say the destination name tag you stored. The system will automatically create a route for you to that destination. You do not connect to an OnStar Advisor, it’s all done automatically. Directions should start within a minute. You can store up to 30 name tags. Not every vehicle has this feature. If the **“Store destination”** response was **“Please say the entire number to store”**, that means you do not have this feature.

“Route Destination Directory” - give this command to hear all of the destination name tags you have stored.


“Delete Route Destination” - use this command to delete a route you stored.

NOTE: After every voice command the system returns you to the main voice menu by saying **“OnStar Ready.”** This means the system is listening for you to give another command. If you don’t want to give another command say **“Goodbye”** to exit. There should be an OnStar Quick Reference Card with your glove box kit, keep it handy. The card has four common commands on it.

Mute Directions

Some vehicles have a feature that allows you to mute each direction. If your vehicle has this feature, whenever a direction begins to play, push the  button. That should stop the direction from playing and your radio will return. This only cancels the current direction, it does not cancel your route. If you get the “OnStar Ready” response, that means your vehicle does not have this feature.

Voice Recognition Tips

Once you push the  button, after you hear the “OnStar Ready” response, the system switches to a listen mode and waits for you to speak a command. While the system is in the listen mode, other noises inside and outside your vehicle can affect the voice recognition system. When you are speaking commands, make sure no one else in your vehicle is talking. Be sure that the windows are up and that your fan speed is on low. The voice recognition is designed to work best from the driver’s seat position, if passengers speak commands they may not be recognized as easily. See pages 28 and 29 for more voice recognition tips.

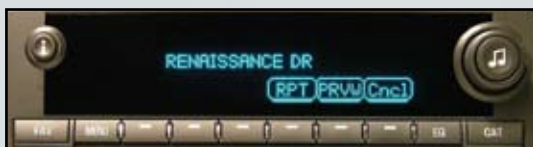
OnStar Turn-by-Turn Navigation Limitations

You should always be alert and obey traffic and roadway laws and instructions, regardless of the guidance from the navigation system. Because the navigation system uses street map information that does not include all traffic restrictions or the latest road changes, it may suggest using a road that is closed for construction or a turn that is prohibited by signs at the intersection. Because the system uses limited information, you must always evaluate whether following the system’s directions are safe and legal for the current conditions. If your directions take you to a road you are not able to turn on, continue driving and wait until the system recognizes that you missed the turn and are off the planned route. Respond to the “*Do you need directions to get back on route?*” message by saying “Yes.” OnStar Turn-by-Turn Navigation may be able to give you an alternate route. If the turn instructions continue to direct you to a closed road, push the OnStar button and ask the Advisor to find an alternate route for you.

OnStar Turn-by-Turn Navigation

Radio Displays

Your vehicle may be equipped with radio buttons to interact with the OnStar Turn-by-Turn Navigation system. Once OnStar has sent a route to your vehicle, voice-guided directions will begin to play and radios with this optional feature will display each turn or driving maneuver. The radio will display three buttons that you can push.



Repeats the last turn direction you were given.



Previews the next few turns along your planned route and activates the Next and Done buttons.



Gives you the next turn after each push.



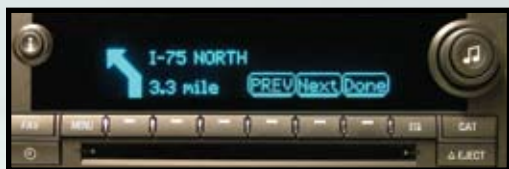
When you push the Next button the PREV button will illuminate. This allows you to go back to the previous direction.




Ends the route preview and returns to the main menu.




Cancels your route and ends Turn-by-Turn Navigation.



The preview feature  on the radio display is intended as a convenient method to allow you to see the next few turns of your planned route. In order to reduce distractions while driving, you should limit the use of this button to view the next few turns only.



Note: Choosing to engage in extended turn previews can lead you to look away from the road frequently or longer than usual. Looking away from the road for prolonged periods may cause you to miss seeing things on the road that you need to see. Be sure to keep your eyes on the road and your attention on driving. Avoid engaging in extended turn previews while driving.

If you want to know all the turns you'll be making to your destination, push the  button and give the voice command, "Route Preview." With this feature you can listen to all your directions and devote your primary attention to driving. For further information, see your vehicle Owner's Manual.

If you miss a turn, the system can automatically detect that you are off the planned route. If this happens, the "You have left the planned route..." audio message will play and the radio (optional) will display the message "Off route" briefly. When this occurs, three radio buttons are available for your use.



If you make a wrong turn, pushing this button will automatically create a new route for you. New directions will begin shortly. You may be connected to an OnStar Advisor.



Allows you to preview the next few turns you will be making along your route one at a time.



Cancels your route and ends Turn-by-Turn Navigation.



Note: If you select another radio function and you would like to bring back the Turn-by-Turn functions, push the "i" button.

Message: "I cannot determine your location at this time. Here is your next maneuver. Press the phone button and say 'Route preview' for additional upcoming maneuvers. Turn right/left on....."

Then the system will give you a turn to make that is based on when you last went off route. This occurs because you have a stored route, your vehicle cannot receive GPS signals, (cities with tall buildings), and your vehicle has driven over 1000 feet without acquiring a GPS signal. In an attempt to keep you on route the navigation system defaults to the last turn instruction before you left the planned route. If you would like directions to your previous destination, push the phone button and give the "Update route" command".

The Red Emergency Button

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When to push the red emergency button.



This is the button to use in an emergency or life-threatening situation. When you push the emergency button, a high-priority call with your GPS location is placed to the OnStar Emergency Services team.

You will hear a chime followed by the words *“Connecting to OnStar Emergency.”* A specially trained OnStar Advisor can pinpoint your location, and try to find out what kind of assistance you require. Then, if needed, they can call nearby emergency service providers who can dispatch ambulance, fire, police, or other emergency services to your location. The Advisors will stay with you until help arrives, or as long as you need them to.

Emergency Services

(Included with every OnStar subscription – a link to all Emergency Services)

Pushing the Emergency Button

The OnStar buttons are designed for simple and easy access. When you're in an Emergency situation, all you have to do is make one simple push of the red button.  When you do, you'll hear the message, *"Connecting to OnStar Emergency."* If you push this button inadvertently, push the  button to hang up the call as soon as possible.

Your vehicle and your OnStar system are designed so that when you push the Emergency button a high priority call with your current GPS location is sent to the OnStar Emergency Team. These Advisors are trained to respond to emergency situations and will work with local emergency providers to get help to you. The Emergency Advisors are standing by every second of every day to respond to any situation.

Even if you're on vacation and an incident takes place outside of your vehicle, turn your ignition on and push the emergency button. OnStar Emergency Advisors can help locate the nearest hospital to you, and if you want them to, the Advisors can guide you there.

AMBER Alert Response

Many states have AMBER Alert systems that notify the public about missing or abducted children. If you want to report information related to an AMBER Alert, push the emergency button. An OnStar Emergency Advisor can connect you to the proper authorities so you can help with the situation.

Automatic Notification of Air Bag Deployment

If you are in a crash and the air bags deploy, your vehicle can automatically place a priority call to the OnStar Emergency Services team so the advisors can check to see if you're ok. Your location, as determined by your on-board Global Positioning System (GPS), is sent with this call. Even if you can't respond, the OnStar Advisors can relay your location to emergency service personnel so services can be dispatched quickly.



Advanced Automatic Crash Notification (AACN)

Some vehicles are equipped with advanced technologies that can allow your vehicle to call OnStar even in the event of a moderate to severe impact without air bag deployment. AACN can provide crash incident data to OnStar, for example;


- Impact direction and impact force
- Notification of multiple impacts
- Notification of rollover (if your vehicle has rollover sensors)
- Notification that an air bag deployed and which one(s)

The information assists responding emergency crews in making decisions about the appropriate combination of emergency equipment, personnel, and medical teams that may be needed to treat you.

On some vehicles it is possible that if you make extremely aggressive driving maneuvers it could cause an AACN call to OnStar. If this happens just tell the Advisor that you did not have a crash.

Note: For a list of vehicles equipped with AACN, visit onstar.com.

AccidentAssist

The AccidentAssist provides you with step-by-step guidance about what to do after a collision. Simply push the Emergency button.  OnStar Advisors can help determine the police department that has jurisdiction at your location and connect you to them. Working with leading insurance companies, we've developed a "best practices" list to assist you through most situations.

Being a Good Samaritan

OnStar allows you to help others without having to leave your car or interrupt your travels. If you witness an accident or some type of problem on the road, push the Emergency button to report it and OnStar will take over from there. Advisors can relay the information to the proper authorities for you.



OnStar Crisis Assist

OnStar Crisis Assist is a service designed to provide a central point of contact, assistance and information during severe weather, natural disasters or other crisis events.

Whether you need to evacuate for a hurricane, a wild fire, or if you're caught in a severe storm, OnStar Crisis Assist can be your lifeline to get to safety. OnStar continually monitors the weather as well as national and local events throughout the US and Canada to follow problems that may be developing. If you find yourself in some type of crisis situation, you can push your OnStar Button and get help from specially trained OnStar Crisis Advisors. By staying in touch with the Red Cross and various State Emergency coordinators, OnStar can recommend a course of action before, during, and after crisis events that may be occurring in your area. OnStar can provide you with access to all OnStar services, regardless of your service plan.

Crisis Situations That OnStar Can Help With;

Weather and Natural Disasters:

- Hurricanes
- Tornadoes
- Earthquakes
- Wild/Industrial Fires
- Severe Winter Storm Warnings

Natural Resource Crisis:

- Energy/Power Outages
- Gas/Pipeline Breaks
- Hazardous Materials Spills

With the Push of a Button OnStar Advisors Can:

- Advise you on evacuation routes
- Help you find food, shelter or give you directions to hospitals
- Get emergency help to your exact location
- Connect you with family and friends to let them know you're safe





Hands-Free Calling

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Hands-Free Calling



with the  button.

This section will guide you through the use and features of your OnStar Hands-Free Calling. The CD included in your Subscriber Information kit has live demonstrations on how to dial phone numbers and store numbers for speed dialing.

OnStar Hands-Free Calling*



Your OnStar system includes access to Hands-Free, voice-activated calling that allows you to make and receive calls in your vehicle. Every new OnStar Subscription comes with 30 calling minutes good for the first two months of your subscription. This way you can make a few calls to try it out – no strings attached.

How to make a call:

1. Push the  button, after OnStar responds with *“OnStar ready”*, voice recognition is turned on. (On some vehicles push and hold the steering wheel button,  refer to page 30).
2. When OnStar says *“Please say the entire phone number to dial,”* say the number without pausing.
3. OnStar will repeat the number and ask *“Please say yes or no.”*
4. Say *“Yes”* (or *“No”* to try again).
5. OnStar responds with *“Ok, Dialing,”* and your call dials.

NOTE: To ensure calls connect everywhere you go, always Dial and Store numbers using “1” and the area code. You can say “zero” or “oh” for 0. When you make calls, you use up minutes.



How to store a name tag for speed dialing:

1. Push the  button or  button.
After, *"OnStar ready"* say *"Store."*
2. When OnStar responds with *"Please say the entire phone number to store,"* say the entire number you wish to store, without pausing. OnStar will repeat the number, and ask *"Please say yes or no."*
3. Say *"Yes"* (or *"No"* to try again).
4. When OnStar responds with *"Please say the name tag,"* pick a name tag you'll remember, like *"My house."*
5. When OnStar responds with *"About to store <My house>. Does that sound ok?"* say *"Yes"* (or *"No"* to try again).
6. OnStar responds with *"Ok, storing <My house>."*


- You can store up to 30 name tags
- Try to use multi-word or multi-syllable name tags, like "my house"
- Try to avoid using similar-sounding name tags (like Tim and Kim)

OnStar Hands-Free Calling

How to place a call using a stored name tag:

1. Push the  button or the steering wheel button  (if equipped). When OnStar responds with “*OnStar ready,*” say “*Call.*”
2. When OnStar responds with “*Please say the name tag,*” say the name tag you wish to dial (ex: “*My House*”).
3. OnStar responds with “*Ok, calling ‘My House.’*” (Making a call uses up minutes)



How to get your vehicle’s number:

1. Push the  button. When OnStar responds with “*OnStar ready,*” say “*My number.*”
2. OnStar responds with “*Your OnStar personal calling number is <number>.*”


NOTE: *If the response is “Your number is not available,” this means your Hands-Free Calling feature is not yet active. It may take a few days from vehicle delivery. Or, OnStar Hands-Free Calling service may not be available in your area. Push the OnStar button to check with an Advisor.*

**OnStar Hands-Free Calling requires a Hands-Free Calling enabled vehicle, existing OnStar service contract and prepaid calling minutes. Not available in certain markets. Calls may be made to the US and Canada only.*

How to answer incoming calls:

When someone calls you, your radio will automatically mute, and you will hear a ring tone. Just push the  button to answer the call. On some vehicles you may be able to answer and make calls using the steering wheel control.  You control call volume with your radio volume control.

Hands-Free Calling Voice Commands

When you push the  button, this engages the voice recognition feature and OnStar will respond, “OnStar Ready”. This means the system is listening for you to speak a voice command. Here are all the commands you can say:

- **“My Number”** – to hear your vehicle’s number.
- **“Dial”** (or **“Dial Number”**) – to dial numbers.
- **“Store”** – to store numbers for speed dialing.
- **“Call”** (or **“Call name tag”**) – to speed dial using stored name tags.
- **“Redial”** – to dial the last number you called.
- **“Help”** (or **“OnStar Help”**) – for a list of all commands.
- **“Delete”** – You will be asked for the name tag you wish to delete.
- **“Delete All”** –Deletes all name tags.
(Not all vehicles have this feature.)
- **“Cancel”** – This command takes you back to the *“OnStar Ready”* prompt or exits Hands-Free Calling.
- **“Goodbye”** – this command will exit Hands Free-Calling.

Tips for better speech recognition

After the *“OnStar ready”* response the voice recognition feature is listening for you to say a voice command. Background noises can confuse the voice recognition system. If the system responds *“Slower please”*, that means you spoke your command before the system switched to the listen mode. Pause for a second before you give a command. If you get a *“Pardon”* response that usually means the system did not pick up enough digits of a phone number to place a call. Always use all eleven digits of a phone number. That means using (1) and the area code. If you hear the

message, *“I’m sorry I didn’t catch that, there’s too much background noise”*, that means that sounds in or around the vehicle are interfering with the voice recognition system.

Here are common sources of vehicle noise:

- Air conditioner/heater fan – try turning the fan off temporarily
- Highway engine noise and strong winds – speak louder
- An open window or sunroof – close them for better results
- Heavy rainstorms – you may have to wait until the rain subsides
- Passenger conversation – be sure passengers are quiet

Helpful tips for Hands-Free Calling

- Speak as clearly as possible, and louder as necessary.
- Try speaking in a deeper, lower-pitched voice.
- Avoid a rising intonation, such as when asking a question. Use a falling intonation, as if giving an answer.
- For more help with voice recognition, push the blue OnStar button. OnStar Advisors can give you additional tips.
- The system does not recognize words such as “hundred,” “thousand,” or “twenty.” Say numbers continuously. For example, the phone number “1.800.555.2030” is pronounced “one-eight-zero-zero-five-five-five-two-zero-three-zero.”
- You can also say, “911” and the system will dial 911. You should always use your OnStar emergency button so that your GPS location is received by the OnStar Emergency Advisors.




OnStar Hands-Free Calling

Use Your 30 Calling Minutes

New OnStar-equipped vehicles and new OnStar subscriptions come with 30 minutes for you to use to experience the benefits of Hands-Free Calling. There is no charge, no risk, and no obligation – just use the minutes to make a few phone calls and try it out. Your 30 minutes will expire 2 months after your OnStar service begins. Once you use them up or they expire, you will need to purchase a package of prepaid minutes from OnStar to continue using Hands-Free Calling. Your OnStar system automatically keeps track of your remaining minutes.

How To Verify Your Minutes


When you make or receive calls you use minutes. Your OnStar system will notify you when you have 10 or fewer calling minutes remaining. This will occur at the beginning of a call or in the middle of a call, and will tell you *“You have less than 10 minutes remaining.”* You can check how many minutes you have remaining by following these steps:

1. Push the  button. When OnStar responds with *“OnStar Ready,”* say *“Minutes.”*
2. When OnStar responds with *“Please say verify or add,”* say *“Verify.”*
3. OnStar responds with *“You have [#] minutes remaining.”*
4. The system will return you to the main menu by saying *“OnStar Ready,”* and waits for your next command. If you are finished, say *“Goodbye,”* or give the next command.

OnStar Hands-Free Calling

How to buy more minutes

An OnStar Advisor can assist you in purchasing more minutes. If you run out of minutes during a call, your call will be automatically terminated and you will be connected to OnStar to replenish your minutes.

1. Push the  button. When OnStar responds with *"OnStar Ready,"* say *"Minutes."*
2. When OnStar responds with *"Verify or add,"* say *"Add."*
3. OnStar responds with *"Connecting to OnStar Personal Calling Center"* – a toll-free call connects you to the OnStar Hands-Free Calling Center.

Linking to your Verizon® Wireless service*


We also offer a new way you can use your OnStar Hands-Free Calling service. If you have a cellular phone with Verizon® Wireless service, you may be able to share your Verizon® Wireless service plan with your vehicle's OnStar Hands-Free calling feature. This allows you to share one plan of minutes, receive one bill from Verizon® Wireless, and enjoy two ways to call. You get the safety and convenience of OnStar Hands-Free Calling, and the value, affordability, and reliability of Verizon® Wireless.



&



Linking OnStar Hands-Free Calling with your Verizon® Wireless phone can save you money!

For more information, push the blue OnStar button  or call 1.888.4.ONSTAR (1.888.466.7827) and ask the Advisor for information about the America's Choice Plan® with OnStar®. Or, you can find more information at onstar.com.

**Available on most vehicles. Minimum one-year Verizon contract and one-year remaining OnStar subscription required. Available in select markets. Call 1.888.4.ONSTAR (1.888.466.7827) or visit onstar.com for complete details.*

OnStar Hands-Free Calling

Steering wheel controls

Some vehicles may have a button on the steering wheel or on the instrument panel that, when pushed, can engage OnStar Hands-Free Calling. The button may be a symbol of a face with sound waves, or may say MUTE, or be a symbol of a radio speaker with a slash through it. You can find out if your vehicle has this feature by pushing this button. If you hear *"OnStar Ready,"* that means that your vehicle has this feature. (In some vehicles, you may need to push and hold the button for a few seconds). Not all vehicles have this feature. If your vehicle has a DVD navigation system, you may need to push the button, let go and say *"OnStar,"* then you will hear the *"OnStar Ready"* prompt. After you hear *"OnStar Ready"* you can use any of the voice commands.



Dialing extension numbers and accessing voicemail systems


Once you have called into an automated phone system, vehicles with a steering wheel control may allow you to dial numbers for phone extensions and dial numbers into Voice Mail systems. You should be able to navigate through the *"PRESS 1, or PRESS 2"* functions of a business phone system. If your vehicle has this steering wheel control function, the following paragraphs will tell you how to use your voice to dial numbers just as if you had a phone key pad. Your Subscriber Information Kit includes a CD. Listen to Track 8 to hear an example of how to dial into voice mail systems.

OnStar Hands-Free Calling

How to dial numbers for phone extensions and access voice mail systems



If your vehicle has a steering wheel Mute button* that interacts with OnStar, you should be able to use it to dial numbers and digits

into phone systems. (Not all vehicles have this feature). There are two ways that OnStar systems work to do this. To determine which system your vehicle has:

1. Push your  button and make a call
2. After your call connects, push the mute button
3. If you hear, **“Say digit or send name tag”**, you have System 1
4. If you hear **“OnStar Ready”** you have System 2




NOTE: If you wish to use this feature to call into a voice mail system, before driving, set up your voice mail phone number as a name tag, let's assign it the name tag, **“My Voicemail”**. Refer to page 26 on Storing Name tags. For System 2 users you must also store your voice mail box number and password with a name tag. Refer to page 35. Let's assign those numbers the name tag, see **“Mailbox & Password”** for more information on the System 2 instructions.

System 1 Instructions




1. Use the **“Dial”** or **“Call”** command to place a call. Once you connect to a phone system that requires an extension number, or a mailbox or password, push the steering wheel Mute button. 
2. After the response, **“Say digit or send name tag”**, say the number you want to dial, (say **“Pound key”** for # or **“Star key”** for *).
3. After OnStar repeats the number say **“Dial,”** and the single digit will dial.
4. You can dial several numbers by pushing the Mute button.  After the **“Say number or send name tag”** response say each number, wait for each to repeat, then say **“Dial”**.
5. For fast access to voice mail systems, store your mailbox number with a name tag, then store your password as a name tag. When you call voice mail push the Mute button, then say **“Send name tag”** and say your mailbox number. Push the Mute button again and give your password name tag.

OnStar Hands-Free Calling

System 2 Instructions For Dialing Extensions or Numbers


1. To call a system that requires an extension number, push the  button and use the "Dial" or "Call" command. Once the call connects, push the steering wheel Mute button. 
2. When you hear the "OnStar Ready" response say, "Dial." Wait for the "Say number to send tone" response.
3. Say all the numbers you want to dial. The system will repeat them back and dial them. (Say "Pound" for the # key, or "Star" for the * key).
4. Now that you have dialed the extension you can leave a message. Or, if you need to dial another number or a number function, push the Mute button  again and say "Dial," then say the number(s) you need to dial.

System 2 Instructions For Dialing Into Voice Mail Systems

1. To call a voicemail system push the  button, use the "Call" command, then use the name tag "My voice mail" that you previously stored. When you connect to voice mail push the Mute button. 
2. When you hear "OnStar Ready" say "Call." Wait for the "Please say the nametag" response. (On some vehicles if you may hear, "Dial, say number to send tone", or get a "Pardon" response. If this happens, say "Cancel" then say "Send name tag".)
3. Say the name tag, "Mailbox & password" that you previously stored. All the numbers you stored for your mailbox and password automatically dial.
4. You should now be in your voice mail system and can use your system's number functions. Push the Mute  button and say "Dial." After the "Say number to send tone" response, say any number(s) and wait for them to dial. (Say "Pound" for # key, or "Star" for * key).


Using Digit Dial and Digit Store

If the voice recognition system has difficulty recognizing your voice to dial numbers, it may help to use a feature called Digit Dial. This lets you dial digits one at a time. If you tried to dial a number, and were unsuccessful, after the third try OnStar will ask you, "Would you like to try dialing the number using Digit Dial?" If you respond "Yes", the system will automatically place you into the Digit Dial mode. Here's how Digit Dial works:

1. Push the  button. When OnStar responds with “OnStar ready,” say “Digit dial.” For storing name tags say, “Digit store.”
2. When OnStar responds with “Please say the first digit to dial, (or store),” say the first digit of the number to be dialed (stored), and wait for it to be repeated back to you.
3. Continue one digit at a time until all numbers are entered.
4. When finished, say “Dial (or Store).” OnStar responds with “Ok, dialing (storing),” and your call is placed (or stored).

NOTE: Say “Pound key” for # key, and “Star key” for * key.

Storing voice mailbox numbers and passwords together as a name tag* System 2 users only.

1. Push the  button and after the “OnStar Ready” response, use the “Digit store” command.
2. The system will ask you to say the first digit of your mailbox number. Say it then wait for it to be repeated back to you.
3. Say the next digit and continue until every number of your mailbox has been entered, then say “Pause.” Next, say each number of your voicemail password.
4. When all the password numbers have been entered and repeated, give the “Store” command.
5. Choose a name tag, like “Mailbox and password.”
6. Confirm the name tag by responding “Yes.”

NOTE: By saying the word “Pause,” you create a 3 second delay between the mail box numbers and the password numbers. This allows your mail box number to dial first, pause, then dial the tones of your password numbers. Depending on your voice mail system you may have to use 2 or 3 “pauses” to lengthen the delay between dialing your mailbox and your password numbers.



OnStar Hands-Free Calling

How to mute a call

Some vehicles may have a feature that allows you to mute your voice after you have dialed a call; for instance, if you're on a conference call. Not all vehicles have this feature, here's how to find out. After you make a call, push the steering wheel MUTE button.




If you hear ***"OnStar Ready,"*** your vehicle has this feature.

If the response is ***"Say digit or send nametag,"*** you do not have the mute feature.

1. After, ***"OnStar Ready,"*** say the voice command, ***"Mute Call."***
2. The call is muted and conversation in your vehicle is not heard.
3. To un-mute the call, use the same command.

Security Code/locking your system

You can set up a four-digit Personal Security Code to ensure that unauthorized people do not use the Hands-Free calling capability of your system. You can turn the security system off or on by following the instructions below.


1. Push the  button. When OnStar responds with ***"OnStar ready,"*** say ***"Security code."***
2. OnStar responds with ***"Please say the first digit of your security code."***
3. Say your four-digit code, and wait. OnStar will confirm each digit by repeating it back to you. After the fourth digit, OnStar will say ***"Security code [####] is now on/off."***
Repeat this procedure to turn security on again.

Once you have turned the Security feature on, any command you give after an ***"OnStar Ready"*** response will return the message ***"I'm sorry, I can't do that while security is on."*** Be sure to remember your security code. You will need to enter it again to turn Security off. If you forget your code, call OnStar at 1.888.4.ONSTAR (1.888.466.7827) and we can reset it. If you have activated the Security feature, other people will not be able to call you in the vehicle.

OnStar Virtual Advisor

You can make your driving time more enjoyable and productive with Virtual Advisor, a feature that allows you to access location-based weather, traffic reports, and stock quotes. By giving a few simple voice commands, you can browse through three topics. You can personalize the content by accessing your Subscriber Profile at myonstar.com.

How to connect to Virtual Advisor

1. Push the  button. When OnStar responds with *"OnStar ready,"* say *"Virtual Advisor."*
2. OnStar responds with *"Connecting to OnStar Virtual Advisor."*

Listen to the introduction, or say, *"What are my choices,"* or *"Help."*

Virtual Advisor Voice Commands

"Get My Traffic"

You'll receive an up-to-date report that includes construction, delays and accident information within a five-mile radius of your current location.

"Get My Weather"

You'll receive a weather report for local area of your current location.

"Get My Stocks"

You can get pricing for your favorite stocks, and mutual funds. You'll need to visit myonstar.com and select up to 10 stocks. When you call you'll hear prices that are within 15 minutes of the last market update.

NOTE: *When you access Virtual Advisor you use your Hands-Free Calling minutes.*



Additional Information

onstar.com

Visit our website to access information about your account, manage your subscription online, and find out which GM vehicles are OnStar-equipped. Get details on your OnStar plan and pricing, and the services available to you, like OnStar Turn-by-Turn Navigation, Hands-Free Calling, OnStar Vehicle Diagnostics and Virtual Advisor. Click on the "My Account" tab on the home page to renew your subscription, purchase Hands-Free Calling minutes, edit your account information, and access your latest OnStar Vehicle Diagnostics data. You can also go to our customer service section if you need help, have questions about specific services, or would like to get additional product information.

Keeping your Subscription Active



Most new vehicles come with one year of complimentary OnStar service. In order to continue your OnStar service you will need to renew your subscription. To renew, simply push the OnStar button to speak with an Advisor, or go to onstar.com, or call 1.888.4.ONSTAR (1.888.466.7827). You can continue your Onstar subscription via a credit card billing on a month-by-month basis, or you can get a discounted subscription rate by paying for one year in advance, or enjoy more savings by purchasing two years. Visit onstar.com for current information about pricing.

If you do not renew your subscription, all OnStar services will be deactivated in your vehicle. This means the automatic airbag notification, the emergency button, door unlock features, and the Hands-Free Calling features will no longer work in your vehicle. If you allow your subscription to lapse there may be extra charges to reactivate your service. If you purchased a pre-owned vehicle, push the OnStar button and wait until a connection is made to an OnStar Advisor who can set up a subscription for you. It may take several minutes for your vehicle to connect. Or, call 1.888.4.ONSTAR (1.888.466.7827) to speak with an Advisor.

Keep your credit card number on file for Automatic Subscription Renewal and Hands-Free Calling minute purchases.

For your convenience, OnStar offers the option to have your subscription renewed automatically by placing a credit card number on file. It ensures that when your subscription is due to expire you will continue to receive OnStar services. The subscription payment will be charged to your credit card number each month. With a credit card number on file, you can easily purchase additional OnStar Hands-Free Calling minutes. To learn more about this service, push the blue OnStar button or call 1.888.4.ONSTAR (1.888.466.7827).

Transferring OnStar Service

After the first complimentary year, any remaining months of service you purchased can be transferred to any purchase of a new OnStar equipped vehicle. Remaining Hands-Free Calling minutes can be transferred as well. Phone numbers cannot be transferred between vehicles. Push your blue button,  or call 1.888.4.ONSTAR (1.888.466.7827) for complete terms and conditions. If you sell your vehicle, be sure to delete all your stored name tags. Push the  button and give the “Delete” or “Delete all” command. If you give the “Directory” command, the system will list each name tag you have stored.

OnStar Personal Identification Number (PIN)

You'll need your PIN to access some of the OnStar services, like Door Unlock and Stolen Vehicle Location Assistance. Your PIN is the last four digits of the home phone number you gave at the dealership when you took delivery of your vehicle. Changing your OnStar PIN is easy. Call the OnStar Center and provide the Advisor with your current number. If you have forgotten your PIN, just push the blue button. For security reasons, we will send your PIN to you in the mail.

Warranty

OnStar equipment may be warranted as part of the new-vehicle limited warranty. The manufacturer of the vehicle furnishes detailed warranty information.

Potential Issues You May Encounter

Some OnStar services are disabled after 48 hours

OnStar is powered by your vehicle's battery. To preserve the battery for starting the vehicle, OnStar cannot perform remote door unlocks, alerts or Stolen Vehicle Location Assistance after the vehicle has been off continuously for 48 hours. Most customers realize they locked the keys in their vehicle within a few hours. After 48 hours, OnStar can contact Roadside Service for you and contact a locksmith to help get you back in your vehicle.

Global Positioning System (GPS)

Your vehicle's GPS location is sent to the OnStar Call Center when you push the OnStar button, the Emergency button, or from an AACN incident, or an air bag deployment. GPS location is also used for planning Turn-by-Turn Navigation routes, and your OnStar system uses GPS data to help to keep you on the roads of a planned route. Within your vehicle's OnStar system, GPS location is constantly being calculated by receiving radio signals transmitted from GPS satellites. If these satellite signals are obstructed, GPS position could be temporarily unavailable. Obstruction can occur in a large city with tall buildings, in parking garages, around airports, in tunnels, underpasses, parking garages, or in an area with very dense trees. If GPS signals are not available, the OnStar system should still operate to call OnStar, however, the OnStar Center could have difficulty identifying your exact location. If this happens, the Advisors may ask you to hold while they update your location. In emergency situations OnStar can use the last stored GPS location to send Emergency responders to you. A temporary loss of GPS can also cause OnStar to lose the ability to send you a Turn-by-Turn Navigation route. If this happens the Advisor may offer to give you a verbal route, or they may ask you call back after you have driven few miles into an open area where a planned route can be sent to you. If you park your vehicle in a large parking garage where GPS signals can be obstructed, it is best to wait a few minutes after exiting the garage to request Turn-by-Turn Navigation routes.

Cellular antennas

Your OnStar-equipped vehicle may have a short, black, cellular antenna mounted on the roof. Because all OnStar cellular antennas are ideally mounted outside of the metal and glass of the vehicle, they can receive

Potential Issues (cont.)

cellular signals without obstruction by the vehicle. When loading items on the roof of your vehicle, you should avoid placing items over or near the antenna because you could block cellular reception and GPS signal reception (on some vehicles this antenna may also contain your GPS antenna). You will find that the OnStar system broadcasts and receives cellular signals much better than a handheld cell phone. This may allow you to make and receive wireless calls when other phones won't.

Your system may be inoperative if cellular signal is marginal or unavailable.

Since OnStar uses cellular technology for communication to the OnStar Centers, it can only be operated in geographic areas where there is cellular coverage reception and capacity. OnStar service is only available in the continental United States, Hawaii, Alaska, and Canada. Although nearly all of the United States and Canada population lives and works in cellular coverage areas, there are various rural and mountainous areas where coverage is marginal or does not exist. Cellular service is also subject to transmission limitations caused by atmospheric conditions. If a request for service occurs outside of these areas, communications may not be available, and the OnStar Advisor may not be able to help you. OnStar service may also be inoperative if local wireless communications service is inactive or inoperative. OnStar uses a dedicated cellular communications service and will not operate if, for some reason, a cellular carrier has deactivated service. Or, it may be inoperative if the cellular system is busy. In any area, the local cellular system can handle a limited number of cellular calls at a given time. When volume reaches maximum capacity, additional callers may be denied access. If this situation occurs when an OnStar request for services is made, the OnStar system can automatically redial (a few times for OnStar services or indefinitely for an air bag deploy, or an Emergency button push). There may be other factors that are outside of OnStar's control that may affect or prevent service. If you pushed the OnStar button and you heard the message *"I'm sorry, I couldn't connect to OnStar,"* push the OnStar button again. The system has several methods it can use to connect you to the OnStar Call

Potential Issues (cont.)

Centers and can attempt to connect using several cellular carriers. If these attempts fail, this message response may play. After a few moments, or after you have driven a few miles into another cellular network, try pushing the OnStar button again. If this message continues, please contact OnStar by calling 1.888.4.ONSTAR (1.888.466.7827). Our advisors can investigate cellular problems that may be occurring in your area or in your vehicle and can help get them repaired. For OnStar service coverage maps, visit onstar.com.

Radio-frequency interference

The OnStar system is a radio communications system. The proximity to other radio signals created by other electrical devices may adversely affect the performance of the OnStar system.

Vehicle and power issues

OnStar is powered by your vehicle's battery and may not operate if the battery is discharged or disconnected. If your vehicle is in an accident, some components could be damaged or disconnected, potentially rendering OnStar inoperative. Some vehicles have an additional back-up battery to power OnStar if the vehicle battery is damaged. OnStar services require a vehicle electrical system, wireless service, and GPS satellite technologies to be available and operating for features to function properly. OnStar acts as a link to existing emergency service providers as well as wireless and satellite technologies.

Add-on electrical equipment

The OnStar system is integrated into the electrical architecture of the vehicle. Do not add any electrical equipment (e.g., two-way mobile radio, CB radio, etc.) to your vehicle unless you check with your GM dealer first. Added electrical equipment may interfere with the operation of the OnStar system.

A note about privacy

At OnStar, we know you want to protect your privacy, and we take subscriber privacy very seriously. Privacy-sensitive users of wireless communications are cautioned that the privacy of any information sent via wireless cellular communications cannot be assured. Third parties may unlawfully intercept or access transmissions and private communications without your consent. The complete OnStar Privacy Policy may be found at onstar.com.

































TTY Users

For subscribers who are deaf, hard-of-hearing, or speech impaired (and other TTY users), OnStar now offers the ability for you to communicate with OnStar Advisors while in your vehicle. The GM Dealer-installed TTY system can provide you in-vehicle access to all of the OnStar services except Virtual Advisor and OnStar Turn-by-Turn Navigation. Additionally, a dial pad provides access to make phone calls using OnStar's Hands-Free Calling feature. This equipment is available on select 2007 model year General Motors vehicles, visit onstar.com/tty for a list of eligible vehicles.

If you have an eligible vehicle and would like this equipment installed, it is available at little or no additional cost to you through the GM Mobility Reimbursement Program. Visit your GM dealer to discuss the details. TTY users and family members can use a TTY connection to call OnStar toll free at 1.877.248.2080 for assistance with unlocking your vehicle's doors, for Stolen Vehicle Location Assistance, for remote horn and lights, subscription renewal, or for any questions regarding your OnStar account. Please visit onstar.com/tty for more information on TTY and all of these services.

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Contact OnStar at 1.888.4.ONSTAR (1.888.466.7827)

Or visit www.onstar.com

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