




Welcome to OnStar.

Welcome.

Congratulations on your purchase of an OnStar-equipped vehicle! With OnStar, you can enjoy the peace of mind that comes with knowing you're doing all you can to keep you, your family, and your vehicle safe.

This guide will assist you in becoming familiar with all the services OnStar provides, so keep it in your vehicle for future reference. If you need further assistance, press the blue OnStar button  to speak with a specially trained OnStar Advisor 24 hours a day, 365 days a year.

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 phone numbers and how your OnStar Turn-by-Turn Navigation system works.

OnStar Owner's Guide



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. There's no cost to talk to a knowledgeable OnStar Advisor, it's all a part of your OnStar service.
- If your vehicle comes with the one-year Directions & Connections Plan, or if you choose to upgrade to this service plan, an Advisor can give you driving directions, find businesses or restaurants, assist in making reservations, and provide many other convenience services.

Push the blue button now to get your welcome call.



Red Emergency Button

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

- If you are having an emergency in your vehicle.
- If you or someone travelling with you has an emergency outside of your vehicle.
- If you are in an accident where the airbags do not deploy.
- To be a Good Samaritan.
- To respond to an AMBER Alert situation.



Black Phone Button


We've made staying in touch on the road safer with Hands-Free, voice-activated calling* that's built right into your vehicle.


- Use this button to begin or end an outgoing phone call.
- To answer an incoming phone 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 button 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 your 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 38-43 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 Hand-Free Calling feature. The uplevel Directions & Connections Plan adds driving directions and several connection services. An OnStar Advisor can tell you the plan that came with your vehicle, or can tell you how to upgrade your service – just push the blue button!

The Blue OnStar Button



The Safe & Sound Plan

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

Roadside Assistance	6
OnStar Vehicle Diagnostics	6
– GM Goodwrench On Demand Diagnostics	
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Stolen Vehicle Location Assistance	7
Remote Horn and Lights	8
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The Directions & Connections Plan

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

Directions

Driving Directions	10
OnStar Turn-by-Turn Navigation	12

Connections


Information Service	11
Number Download	11
RideAssist	11

The Safe & Sound Plan includes:

Roadside Assistance

No one wants to get stuck on the road with vehicle trouble, but if you do, OnStar can help.

- Flat tire?
- Out of gas?
- Need a tow?

Just push the blue button . Because your vehicle sends your location to OnStar, helpful Advisors can direct Roadside Services to your exact location to get help to you quickly.

OnStar Vehicle Diagnostics*

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

After you sign up, your vehicle can automatically transmit data to OnStar, about every 30 days. Then you get a simple e-mail report telling you the status of your engine, air bag system, antilock brake system, and your OnStar system, as well as your remaining engine oil life and current odometer mileage. The report also includes scheduled maintenance alerts, the status of your OnStar subscription, plus the number and expiration date of your OnStar Hands-Free Calling minutes. Your monthly OnStar Vehicle Diagnostics e-mail

The screenshot displays a web-based report titled "OnStar Vehicle Diagnostics for your 2008 Saturn ILLIAC as of 12/12/2008". It includes a navigation bar with tabs for Home, Roadside Assistance, Vehicle Diagnostics, and My Profile. The main content area is divided into several sections:

- OnStar Vehicle Diagnostics for your 2008 Saturn ILLIAC as of 12/12/2008:** A brief introduction explaining the service and its frequency.
- Vehicle Fuel, Air Bag System, OnStar System:** A row of three status indicators, all showing "Completed".
- Engine and Air Transmission Systems:** Status: "Completed". Includes a link to "View Details".
- Air Bag System:** Status: "Completed". Includes a link to "View Details".
- Antilock Braking System:** Status: "Completed". Includes a link to "View Details".
- OnStar System:** Status: "Completed". Includes a link to "View Details".
- Remaining Oil Life 83%:** Status: "Completed". Includes a link to "View Details".
- Mileage 7,428:** Status: "Completed". Includes a link to "View Details".
- OnStar Subscription:** Status: "Completed". Includes a link to "View Details".
- Hands-Free Calling:** Status: "Completed". Includes a link to "View Details".
- OnStar Roadside Assistance:** Status: "Completed". Includes a link to "View Details".


At the bottom, there is a "MULTI-TASK INFORMATION" section with a warning icon and text: "Remember Oil Life 83%". A "Hardware Status" section lists "2008 Saturn ILLIAC" and "12/12/2008".

**Available on 2004 MY & newer GM models delivered after 4-21-04 and equipped with the GM Oil Life System. Diagnostics not available on Pontiac Vibe. Diagnostic services vary on Cadillac SRX V8, Saturn VUE, Ion and L-Series, Chevy Silverado diesel and GMC Sierra diesel. For details, call 1.888.4.ONSTAR (1.888.466.7827).*

gives you a convenient method to get important information about your car or truck to help you keep it ready for the road.

OnStar Vehicle Diagnostics is available on most new GM vehicles and is included with your OnStar subscription at no extra charge. All you need to do is push your OnStar button, or sign up online with your e-mail address at onstar.com.

GM Goodwrench On Demand Diagnostics

While OnStar Vehicle Diagnostics can check your vehicle automatically every month, you can also request a remote diagnostic check on-demand by pushing the blue button . If your "Check Engine" light comes on, an OnStar Advisor can tell you whether or not the problem requires immediate attention. If it does, OnStar can help you find a 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 and 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. An Advisor will work with authorities to attempt to locate your vehicle and report its location to the police.


**Stolen vehicle location assistance and remote door unlock success varies with conditions. Remote Door Unlock not available on Pontiac Vibe.*



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? Don't panic, it happens to everyone, and 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. If your vehicle has Turn-by-Turn Navigation capability, the Advisors can send you a planned route. 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 in your glove box. Place one on the lower portion of your side windows to warn potential thieves and, if you do 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.



1.888.4.ONSTAR
(1.888.466.7827)

Remote Horn and Lights

Have you ever forgotten where you parked? Is there someone suspicious hanging around your car?

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



Recording Driving Directions - Advisor Playback


What was that again? Your OnStar system is equipped with an Advisor playback recorder to 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 audio information at a later time.

TO RECORD:

1. While you're on the 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 STORED INFORMATION:

1. Push the phone button . When OnStar responds with "OnStar ready," say "Advisor playback."
2. Your recorded information plays back.
3. Push the phone button again to stop the playback (if you need to pause).
4. To continue your paused playback, push the phone button again and say "Advisor playback." OnStar responds with "Please say play, or resume."
5. Say "Resume" to continue playback from where it was previously stopped or "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, Information Services and Ride Assist. If you have the Safe & Sound Plan, you can easily upgrade to Directions & Connections for an additional cost. Your OnStar Advisor has instant access to names, phone numbers, and addresses for millions of businesses, and will assist you with the following:

Driving Directions

From OnStar Advisors:

Helpful OnStar Advisors can give you directions verbally. 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 the previous paragraph on Advisor Playback, or your Advisor can tell you how to do this.

Using OnStar Turn-by-Turn Navigation

If your vehicle is properly equipped, the OnStar Advisors can deliver a planned route to your vehicle with a system called OnStar Turn-by-Turn Navigation.* As you drive, this system automatically knows each turn you 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'll be amazed. Refer to page 12 for the details on how OnStar Turn-by-Turn Navigation works.

** Anti-lock braking system required. Only available to subscribers residing in and initiating updating route while traveling through OnStar's contracted carriers enhanced service capable areas. Not currently available in Alaska. Road, environmental and tire conditions that affect ABS or GPS may degrade service. See onstar.com or call 1.888.4.ONSTAR (1.888.466.7827) for details.*



Connections



Information/Convenience Services

You have the ready assistance of Advisors, who can access more than eight million service listings, including hotels, restaurants, gas stations, dealerships, hospitals, ATMs, and airports – more than 250 service categories in all. Our Advisors can even assist you with reservations.

If you get low on gas in the middle of nowhere, just push the blue button and ask an Advisor for help. Looking for a five-star restaurant on the Miracle Mile in Chicago? No problem. A veterinarian that's open 24 hours in Dubuque? We can find one. While anybody can make a call to an Information operator to find a business for you, a call to an OnStar Advisor allows them to find a business that's closest to your current location. You won't waste time driving out of your way, because the Advisor can find a location for you that's in the direction of where you're going. If you need them to, the Advisor can give you directions on how to get there.

Number Download

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


1. When you end your call with the Advisor, push the phone button. After the *"OnStar Ready"* prompt, say *"Number recall."*
2. The downloaded phone number will automatically dial for you.
3. You'll be using minutes. See page 39 for information on purchasing Hands-Free Calling minutes.

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 available transportation providers and send them to you.

OnStar Turn-by-Turn Navigation

OnStar Turn-by-Turn Navigation: Getting Your Planned 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, you can have the Advisor 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 planned route that will attempt to avoid those types of roads. Keep in mind that planned 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 planned route and send it to your vehicle. The instructions begin by playing three initial messages, similar to:

- *"Directions are now being sent to your vehicle."*
- *"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 knows 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 turn instructions to get you going in the right direction. The system continually checks your position on the planned route the Advisor sent to make sure you're always going the right way.

Note: *Once your planned route has been sent, if you're curious to know what roads you'll be taking, you can press the phone button and give the "route preview" command. The system tries to create the simplest driving route to get you to your destination. See page 17 for all the voice commands you can use.*

Turn Instructions

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, the turn instructions 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. When you get within a half or quarter mile from the turn the last message plays.
4. As a final reminder, a turn tone plays 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 continue to drive, whenever you approach an upcoming turn, the messages will sound something like, *"In a half-mile turn right onto Miller Road."* As 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 the turns of your planned 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 lunch, and you know that you are temporarily off the planned route, respond to the message by saying **"No."** When you return to the highway and get back to your route, the system will recognize this and will return you to the Turn-by-Turn directions. If you hear this message and think you missed a turn, or the road you needed to turn on was, for instance, closed for construction, say **"Yes."** The system should automatically calculate a new route for you, (or may connect you back to an OnStar Advisor). After a few moments, the driving instructions will begin directing you again.

If you make a stop during your trip, you will notice that each time you start your vehicle the system will give you a message that says *"The OnStar navigation system is now active."* This is a reminder that your planned route is still stored and turn messages 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 will begin again when you return to the planned route road. Remember, you can push the phone button and give the **"Cancel route"** command to end the turn instructions.







Arriving at your Destination

As you complete your route and 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 driving instructions automatically end. Occasionally, because you did not cross an exact address, the driving instructions could continue as you leave your destination. Just push the phone button  and say "Cancel route." This ends the driving instructions.


Radio Display

Your vehicle may be equipped with radio buttons that can be used to interact with the OnStar Turn-by-Turn Navigation system. Once OnStar has sent a planned route to your vehicle, voice 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 instruction 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 go back to the previous turn instruction.
-  Ends the route preview and returns to the main menu.
-  Cancels planned route and ends all the directions.

OnStar 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 turn 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 phone button and say 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..." message will play and the radio 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 update your route from your off route location. New turn instructions 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 the planned route and ends Turn-by-Turn directions.




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

OnStar Turn-by-Turn Navigation Commands

Did you know you can talk to your OnStar Turn-by-Turn Navigation? Whenever you have an active planned route you can give specific voice commands to get information about your planned route. Push the Phone button  and you'll hear OnStar respond *"OnStar Ready."* This means that the system is listening for you to say a command.

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

"Repeat" - Say that again! If you missed the last turn instruction or want to hear it again, just push the phone button. After the *"OnStar Ready"* response say *"Repeat."*

"Cancel Route" - If you decide you want to cancel the navigation instructions, or you reached your destination and the directions continue, just push the phone button and after the *"OnStar Ready"* response, say *"Cancel Route."* This cancels all the driving instructions. If you want to get another route, just push the OnStar button .


"Route Preview" - If you want to hear all the turns you'll be making, push the phone button and say *"Route Preview"*. The system will play all of your turns in sets of three. To stop playing the instructions, push the phone button again.


"Update Route" - If you received a 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 still has your planned route and your destination stored. If you decide later that you want to get a new route to your original destination, push the phone button and say *"Update route."* The OnStar Turn-by-Turn navigation will automatically create a new planned route for you and will begin giving you turn instructions within a minute.


(cont. on pg. 18)

OnStar Turn-by-Turn Navigation

(cont. from pg. 17)

“Get My Destination” - When Will We Be There? You can get the distance remaining to your destination at any time by pushing the phone button  and giving the command, “Get My Destination.” The system responds with the current distance to your destination and the next turn you’ll be making.

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

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

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.

Voice Recognition Tips

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. Your Turn-by-Turn Quick Reference Card lists all of the voice commands on it; keep it handy until you learn all the commands.



OnStar Turn-by-Turn Navigation Limitations

You should always be alert and obey traffic and roadway laws and instructions regardless of the Turn-by-Turn instructions. Because the navigation system uses street map information that may not have all the latest road changes, it is possible that a street or highway is closed for construction, or that a road has changed in some way. It's also possible that a new street or new subdivision road is not yet mapped into the system and your directions may take you past a new road. 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 instructions to get back on route?"* message by saying "Yes." OnStar Turn-by-Turn Navigation should be able to give you a corrected route. If the road you need to turn on is closed and you continue to be directed to that road, please contact an OnStar Advisor by pushing the blue OnStar button and they'll try to find an alternate route for you.



When to push

the **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 locate your vehicle, find out what kind of assistance you require, and call nearby emergency service providers who can dispatch ambulance, fire, police, or other emergency services.

The Red Emergency Button

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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, just press the black phone 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 can be sent to the specially trained OnStar Emergency Team. These Advisors are trained to respond to emergency situations and work with local emergency providers to get you the help you need quickly. The Emergency Advisors are standing by every second of every day to respond to any situation.

Say you're on vacation and you need help. Turn your ignition on and push the emergency button. OnStar Emergency Advisors can quickly 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. 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 collision and the air bags deploy, your vehicle can automatically place a priority call to the OnStar Emergency Services team. Your location, as determined by your on-board Global Positioning System (GPS), is sent with this call. This enables the OnStar Advisor to relay your location to emergency service personnel so services can be dispatched quickly.

Advanced Automatic Crash Notification (AACN)

Some vehicles are equipped with AACN. If a vehicle is equipped with AACN, in some collisions where a moderate to severe impact has occurred, sensors located on the vehicle will trigger an automatic call to OnStar. The notification is not dependent on the deployment of airbags. AACN also provides incident data to OnStar, (for example, the direction from which your vehicle was hit), that can enhance the response from emergency service providers. The information assists responding emergency crews in determining the appropriate combination of emergency equipment, personnel, and medical teams that may be needed to respond to the crash scene.

On some vehicles it is possible that if you make an extremely aggressive evasive driving maneuver, that type of motion could cause an AACN call to OnStar. If OnStar places a call to your vehicle under these circumstances, just tell the Advisor that you did not have a crash.

AccidentAssist

Being in a collision is stressful enough. The AccidentAssist service provides you with step-by-step guidance about what to do in the wake of an accident. Push the Emergency button . Because your location is sent with your call, OnStar Advisors can help determine the police department that has jurisdiction at your accident location. By working with leading insurance companies, we've developed a "best practices" list to assist you through most accident situations. OnStar AccidentAssist can help to take you through all the necessary steps after an accident at an emotional time when you might be out of focus.

Be a Good Samaritan

If you witness an accident or some type of problem on the road, push the Emergency button to report it and help others in need, or to help prevent a potential problem.





Hands-Free Calling with the **phone 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. Listen to the CD to hear actual examples of all the calling commands.

The Black Phone Button


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OnStar Hands-Free Calling*

Your OnStar system includes access to Hands-Free, voice-activated calling that allows you to make and receive phone calls in your vehicle. Every new OnStar-equipped vehicle comes with 30 complimentary minutes good for the first 2 months of your subscription. This way you can make a few calls to try it out – no strings attached. All you need to do is learn a few simple commands for dialing. Your vehicle has its own phone number so your friends and family can call you when you are in your vehicle.

How to retrieve your phone number:

1. Push the phone 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.

How to answer incoming calls:

When someone calls you, your radio will automatically mute, and you will hear a ring tone. Just push the phone button to answer the call. You control the call volume with your radio volume control.


How to make a call:

1. Push the phone button. When OnStar responds with *"OnStar ready,"* say *"Dial."*
2. When OnStar responds with *"Please say the entire phone number to dial,"* say the entire 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."** Your call will be connected. (When you make calls, you use up minutes.)

Once you've dialed your home phone, you'll want to store that number so it will be easy to access when you want to call home again. You can store your home number as a "nametag," for speed dialing. Storing nametags will not use up minutes.

How to store a nametag for speed dialing:

1. Push the phone button . When OnStar responds with **"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 Nametag,"** pick a nametag 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 nametags for speed dialing
- Try to use multi-word or multi-syllable nametags, like "my house"
- Try to avoid using similar-sounding nametags (like Tim and Kim)
- You can store a voice mail password as a nametag. (See page 28)
- Remember to delete your nametags if you sell your vehicle or if you do not renew your OnStar subscription



NOTE: To ensure your calls are connected everywhere you go, always Dial and Store numbers using "1" and the area code. You can say "zero" or "oh" for 0.

**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.*



OnStar Hands-Free Calling

How to place a call using a stored nametag:

1. Push the phone button  or the steering wheel control  (if equipped). When OnStar responds with *"OnStar ready,"* say *"Call."*
2. When OnStar responds with *"Please say the nametag,"* say the nametag you wish to dial.
3. OnStar responds with *"Ok, calling <nametag>."*
(Making a call uses up minutes)

To hear a list of your stored nametags, use the Directory command:

1. Push the phone button. When OnStar responds with *"OnStar ready,"* say *"Directory."*
2. OnStar will list your nametags. (This function does not use Hands-Free minutes)

Common commands

When you push the phone button, OnStar will respond, *"OnStar ready,"* and wait for you to speak a voice command. Try out the following commands to see how they work:


- **"My Number"** – to hear your vehicle's phone number.
- **"Dial"** (or **"Dial Number"**) – to dial phone numbers.
- **"Store"** – to store numbers.
- **"Call"** (or **"Call Nametag"**) – to dial using stored nametags.
- **"Redial"** – to dial the last phone number you called.
- **"Help"** (or **"OnStar Help"**) – for a list of all commands.
- **"Directory"** – plays all name tags you have stored.
- **"Delete"** – You will be asked for the nametag you wish to delete.
- **"Cancel"** – This command takes you back to the *"OnStar ready"* prompt or exits Personal Calling.
- **"Goodbye"** – this command will exit OnStar functions.

General tips for better speech recognition

Whether you are speaking commands or dialing numbers, background noise may confuse the speech recognition system. In noisy situations, the system may not recognize your commands. You will usually get better performance from the system in quieter conditions. Here are some common sources of vehicle noise:

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

Helpful tips for Hands-Free Calling

- Speak as clearly as possible, and louder as necessary.
- You may have better results by speaking in a deeper, lower-pitched voice, but try not to lower your volume.
- Avoid a rising intonation, such as when asking a question. Use a falling intonation, as if giving an answer.
- Since everyone's voice is unique, using different voice techniques can help the system to work for you.
- For help with voice recognition, push the OnStar button . The Advisors will be happy to give you tips.

General tips for interacting with the system

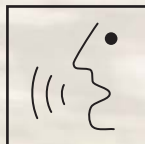
- The system does not recognize words such as “hundred,” “thousand,” or “twenty.” Say each digit separately and continuously. For example, the phone number “1.800.555.2030” is pronounced “one-eight-zero-zero-five-five-five-two-zero-three-zero.”
- You can also say, “911” and the system will dial 911.



OnStar Hands-Free Calling

Steering wheel controls

Some vehicles may have a button on the steering wheel or on the instrument panel which, when pushed, engages 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.) If your vehicle has a DVD navigation system, you may need to push the button and say *"OnStar,"* and then you will hear the *"OnStar ready"* prompt. After you hear *"OnStar ready"* use any of the voice commands from the previous section.





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 (refer to the previous paragraph on Steering Wheel Controls). 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.

OnStar Hands-Free Calling

Your Subscriber Information Kit includes a CD. Listen to Track 8 to hear how it sounds when you dial into voice-mail systems.

Voice-mail commands

1. Push the phone button . When OnStar responds with “OnStar ready,” use the “Dial” or “Call” command to dial the number you wish to call.
2. Once you reach an automated phone system or voicemail and you need to enter a digit, or dial the star key or pound key, push the steering wheel control . (You may have to push and hold the button for a few seconds.)
3. When OnStar responds with “Say digit or send nametag,” say the digit you want to dial. The system will repeat it; then say, “Dial,” and the digit will dial.
 - For the pound digit (#), you must say “pound key”
 - For the star digit (*), you must say “star key”
4. If you need to dial several numbers for an extension, or you need to enter numbers for a password, continue speaking digits one at a time, waiting for each to be repeated. When finished, say “Dial” and OnStar will send all the digit tones.

Remember: After you say “Dial” and digits are dialed, you must push the steering wheel mute button each time you need to enter more digits.


NOTE: You can store a series of numbers as a nametag and have them dial automatically. Respond to the “Say digit or send nametag” request by saying “send nametag.” This is a faster way to dial digits into systems that require a series of numbers. See page 33 for instructions on storing your voice mailbox number and password.



OnStar Hands-Free Calling

Using Digit Dial and Digit Store

If you have difficulty using the continuous voice dialing method it may help to try use the Digit Dial feature. This lets you dial digits and store digits one at a time. You can use this feature to store phone numbers that you dial frequently. Or, if you have attempted to dial a phone number unsuccessfully 3 times, the OnStar system will automatically respond with, *"Would you like to try dialing the number using Digit Dial?"* If you say *"Yes,"* the system will take you to the Digit Dial feature. To access the Digital Dial feature:


1. Push the phone button . When OnStar responds with *"OnStar ready,"* say *"Digit dial."*
2. When OnStar responds with *"Please say the first digit to dial,"* say the first digit of the phone number to be dialed 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."* OnStar responds with *"Ok, Dialing,"* and your call is placed.

NOTE: You can also store a phone number as a name tag one digit at a time using Digit Store. Simply follow the instructions for Digit Dial, except say *"Digit store"* in Step 1 and *"Store number"* in Step 4.

OnStar Hands-Free Calling

Storing your voice mailbox number and your password together

You can store your voice mailbox number and password as a nametag.

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

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

Now you can call your voicemail system. When you hear your voicemail system prompt you for your mailbox and password, push the steering wheel control and respond to the “Say digit or send nametag?” prompt by saying “Send Nametag.” When the system responds, “Please say the nametag,” say “voicemail and password.” Once you are in your voicemail system, you can use the steering wheel control to enter functions. Push the control, say the digit you want then say “Dial.” Once you have entered your voice mail system you can enter single digits for deleting or leaving messages by pushing the steering wheel control and saying the number of the command, then saying “Dial.” This takes a little practice and should allow you to navigate through most voice mail systems.



OnStar Hands-Free Calling

Use Your 30 Complimentary Minutes

New OnStar-equipped vehicles and new OnStar subscriptions come with 30 complimentary 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 complimentary minutes will expire 2 months after your OnStar service begins. Once they expire, you will need to purchase a package of prepaid minutes from OnStar to continue using Hands-Free Calling. Your OnStar system keeps track of your 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 phone 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 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

Push the phone button to be connected to an OnStar Advisor who 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 phone 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 Verizon® Wireless cellular service, you may be able to share your Verizon® Wireless service plan with your OnStar Hands-Free calling. 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 equipped with OnStar digital equipment. 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


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 phone button . When OnStar responds with *"OnStar ready, "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. Virtual Advisor is a feature of OnStar Hands-Free Calling that uses your minutes to access weather, traffic reports, and stock quotes. By just pushing the phone button  and giving a few simple voice commands, you can browse through the various topics. You can customize your information at myonstar.com.

How to connect to Virtual Advisor

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

Getting information from OnStar Virtual Advisor

OnStar Virtual Advisor has a few simple commands to help you request the information you want. If you're unsure of what to ask for when using Virtual Advisor, you can say *“What are my choices,”* or *“Help.”*

Weather

By saying *“Get my weather,”* you'll receive a weather report for your vehicle's current location.

Traffic

By saying *“Get my traffic,”* you'll receive an up-to-date report that includes construction, volume delays, and accident details within a five-mile radius of where you were when you called Virtual Advisor.

Stocks

Just saying *“Get my stocks”* can get stock prices for your favorite stocks. You'll need to visit OnStar.com and select up to 10 stocks. When you call Virtual Advisor you'll hear the stock prices that are within 15 minutes of the last market update.



Additional Information

OnStar.com and MyOnStar.com

Your subscriber Web site is a great tool and can be accessed from any computer with Internet access. It allows you to set up and manage the information selections for your Virtual Advisor sessions in the vehicle, plan your travel, and receive location-based weather information. At the OnStar home page, click on MyOnStar to enter. Be sure to have your account number and Personal Identification Number (PIN) to access the virtual world of OnStar. If you do not know your account number or PIN, contact OnStar at 1.888.4.ONSTAR (1.888.466.7827) or push the blue button. For security reasons, your PIN information can be mailed only to your address on record.

Keeping your Subscription Active

Most new vehicles come with one year of complimentary OnStar service. In order to continue your OnStar service after the first twelve months you will need to renew your subscription. To renew, simply push the OnStar button to speak with an Advisor, 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.



If you do not renew, all of the 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 that is not functioning, 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.

Additional Information

Keep your credit card 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 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 each month. With a credit card on file, you can conveniently upgrade your service plan or 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 nametags. Push the phone button  and give the “Delete” command. If you give the “Directory” command, the system will list each nametag you have stored.

OnStar Personal Identification Number (PIN)

You'll need your PIN to access some of the OnStar services, including access to MyOnStar.com and OnStar Virtual Advisor. 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, and he or she will assist you in setting up a new 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.

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)

Vehicle positioning information is normally sent to the OnStar Center during OnStar button pushes, air bag deployments, or emergency-service button requests from the vehicle.

Vehicle position is determined by your vehicle receiving signals transmitted by GPS satellites. If the signals are obstructed, positioning capability could be degraded or lost. This situation would be most prevalent in urban areas with tall buildings. Tunnels, underpasses, parking garages, trees, and similar structures could also adversely affect positioning performance. Under these conditions, the system will operate but the OnStar Center could have difficulty identifying your location.

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 cellular signals without obstruction by the vehicle. 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.

Potential Issues You May Encounter

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

Since OnStar uses cellular technology for communication with the OnStar Center, it can only be operated in geographic areas where there is cellular coverage reception and capacity. Although nearly all of the North American 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. OnStar service is only available in the continental United States, Hawaii, Alaska, and Canada. 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 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 cellular service. Or, it may be inoperative if the cellular system is busy. In any area, the local cellular system can handle only a limited number of cellular calls at a given time. Once usage volume has reached its maximum, additional callers are denied access. If this situation occurs when an OnStar request for services is made, the OnStar system will 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 Centers. The OnStar system in your vehicle can attempt to connect you by using several cellular carriers. If these attempts fail, this message response will 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

Potential Issues You May Encounter

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 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 will 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. OnStar services require 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 dealer first. Added electrical equipment may interfere with the operation of the OnStar system. Any damage would not be covered by your warranty.

Warranty

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

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.

Voice Command Error Messages

"Pardon" – If the system responds with ***"Pardon"*** when you're speaking a phone number, just try repeating the number again. Ensure you dial phone numbers using a 1 plus the area code, then the number. If the system responds with, ***"Pardon"*** when you're speaking a command, try repeating the command as clearly as possible. After the third time this happens, the system will try to guess the command you are requesting. If correct, say ***"Yes."*** If not, say ***"No,"*** and the system will prompt you with its next-best guess.


"Slower, please" – This response normally happens if you say a command before the system is ready to listen or if there is substantial background noise. Try to listen slightly longer before speaking, and try to minimize background noise.






























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 these services.

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Contact OnStar at 1.888.4.ONSTAR (1.888.466.7827)
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