

2022 CHEVROLET CORVETTE SERVICE MANUAL

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Proactive Alerts Description and Operation

Proactive Alert System Overview

Note:

The customer must enroll their vehicle in this program through the OnStar website or with an OnStar advisor to receive Proactive Alerts. When the customer enrolls their vehicle, they select their notification preferences (email address, in-vehicle alert, and/or text message). They also identify their preferred service provider which is often the selling dealer.

This feature collects and stores specific system performance data each ignition cycle. The data is then transmitted via the cellular system (OnStar) when the ignition switch has been in Run or Accessory power mode for ten minutes. The transmitted data is stored off-board the vehicle and analyzed by special algorithms to detect degraded performance. When monitored system performance degrades to predetermined levels, the off-board system sends a Proactive Alert identifier. The affected system is identified within the alert.

When a Proactive Alert is set, one or more of the following may occur:

- E-mail and/or text message is sent to the customer
- E-mail is sent to the preferred service provider (Customer Experience Manager at GM Dealers)
- A message is sent to the vehicle through the cellular system

When the vehicle receives the Proactive Alert identifier, it is stored in the Communication Interface Module. When stored, the Communication Interface Module may request a specific identifier to display on the radio and/or play an audio message. Each identifier is displayed and/or played one time only when the vehicle is started after the Alert has been set. If there is no performance improvement detected within seven days and then again at fourteen days, the system will send a reminder which contains the same identifier as the original.

When the collected data indicates component performance is normal again, no reminder alerts are sent and the system continues to monitor as before the active alert.

Proactive Alert identifiers stored in the Communication Interface Module will clear once the system is repaired. They can also be cleared using a scan tool, if desired. Ask the customer if they can produce the E-mail and check the date it was sent if you suspect that it is not active. If the customer is unable to provide the documentation, the Proactive Alert can be verified utilizing the scan tool: **Vehicle Diagnostics** >> **Vehicle Proactive Alerts**, or Service Workbench Alerts.

Note: The identifier will not be retained if the Communication Interface Module is replaced.

Note:

If the concern is still present after following the steps for Diagnostics in any of the Proactive Alert Identifiers, contact GM TAC for further assistance. The GM TAC Agent will arrange for the stuck Proactive Alert to be cleared from OnStar Back Office.

Power of Green Overview

Note:

Power of Green is only available for vehicles that are enrolled in Proactive Alerts.

Power of Green utilizes available vehicle data collected through OnStar to establish a history of 12V battery health and determine a Battery Condition. The history is based on Battery voltage, current, and other prognostic-related data, which is collected onboard during every ignition cycle. The current Battery Condition can be accessed for enrolled vehicles via the Dashboard in Techline Connect (TLC). Battery Condition will include a timestamp (date/time) with the OnStar logo if valid.

Battery Condition will be one of the following four statuses:

Green

- OnStar monitoring indicated good battery condition.
- No fault detected internal to Battery
- It is unlikely that the Battery will require replacement at this time

Red

- Battery replacement recommended.
- SAC001 “ Battery Low Cranking Capability Due to Shorted Cell
- Battery testing is NOT required, therefore a print out of the Warranty Code when the battery is replaced for SAC001 is not required.
- Follow SI procedure for Proactive Alert Identifier SAC001

Yellow

- Starting and Charging proactive alerts detected. Please consult Service Information to diagnose the concern.
- One of the following:
 - SAC002 “ Low Cranking Capability Due to Battery High Resistance
 - SAC003 “ Low Cranking Capability Due to Battery Low State of Charge
 - SAC004 “ Low Cranking Capability Due to High Resistance in Starter System
 - SAC005 “ Low Cranking Capability Due to High Resistance in Battery or Short in Starter System
- Follow SI procedure for appropriate Proactive Alert Identifier

Grey

- Not enough data available to determine battery condition.
- One of the following:
 - Vehicle is not enrolled in OnStar Proactive Alerts
 - Inability to contact the Power of Green data service
 - Insufficient recent ignition cycles to make a Red/Yellow/Green determination
- If a Battery issue is suspected, proceed to Battery Inspection/Test

Updated Battery Condition data may be obtained by selecting Refresh button next to the timestamp.

Note: Since the Green status is dependent on a history of battery health, the Battery Condition may not update immediately and turn Green if the battery is replaced.

While the vehicle is being serviced, the Battery Condition may change from Green depending on Service actions (e.g. if battery is disconnected or becomes discharged, status may change).