

2018 GENERAL INFORMATION

Vehicle Diagnostic Information - Description And Operation - Proactive Alerts Description And Operation - Traverse

DESCRIPTION AND OPERATION

PROACTIVE ALERTS DESCRIPTION AND OPERATION

Proactive Alert System Overview

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

This system was also utilized on some 2015 & 2016 models. The operation of those systems is covered by a separate service bulletin.

This system collects and stores specific system performance data each ignition cycle. The data is then transmitted via the cellular system when the ignition switch has been in Run or Accessory power mode for six 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 active:

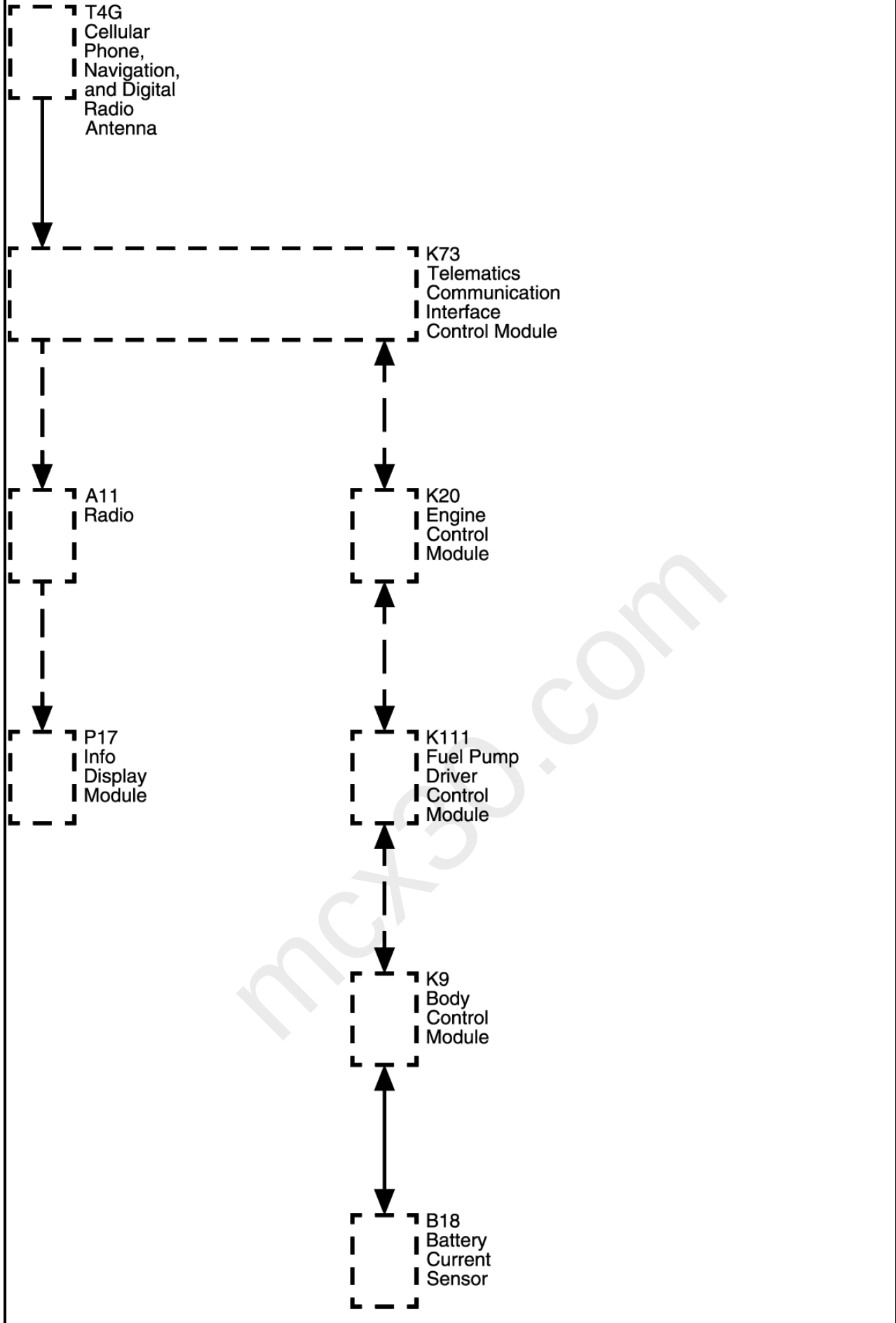
- E-mail and/or Text Message is sent to the customer
- E-mail is sent to the preferred service provider (Customer Experience Manager at GM Dealers)
- Message back to the vehicle through the cellular system

When the vehicle receives this identifier it is stored in the K73 Telematics Communication Interface Module. When stored, the K73 Telematics Communication Interface Module requests a specific identifier to display on the radio and to play an audio message. Each identifier is displayed/played one time only when vehicle is next started. If there is no performance improvement detected before 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 K73 Telematics Communication Interface Module can only be cleared using a scan tool. The identifiers do not clear due to key cycles or mileage. Some vehicles could come in that have an identifier stored that was addressed earlier. 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. Also, the identifier will not be retained if the K73 Telematics Communication Interface Module is replaced.





Callout	Component Name
T4G	T4G Cellular Phone, Navigation, and Digital Radio Antenna
K73	K73 Telematics Communication Interface Control Module
A11	A11 Radio
P17	P17 Info Display Module
K20	K20 Engine Control Module
K111	K111 Fuel Pump Driver Control Module

Callout	Component Name
K9	K9 Body Control Module
B18	B18 Battery Current Sensor

- Telematics Communication Interface Control Module
- Cellular Antenna
- Radio
- Display Module (if equipped)
- Body Control Module
- Engine Control Module
- Fuel Pump Driver Control Module
- Battery Current Sensor
- Off-board Vehicle Database

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