



# **GENERAL MOTORS OEM ACTIVATION INSTRUCTIONS**

First time activation.



**GMC**



*Cadillac*



**UNLOCK YOUR FLEET'S FULL POTENTIAL**

# GENERAL MOTORS OEM ACTIVATION INSTRUCTIONS



## STEP 1 – CHECK IF YOU QUALIFY FOR A GM FAN

You can check your eligibility for a GM FAN by following the instructions provided

<https://www.gmenvolve.com/resources/eligibility-enrollment>.

- If you qualify, proceed with steps 2 and 3 in the process.
- You will need to provide proof of ownership, such as:
  - o Vehicle title
  - o Vehicle registration
  - o Vehicle insurance card

**NOTE:** If you don't qualify for a GM FAN, please contact [mcfna-commissioning@michelin.com](mailto:mcfna-commissioning@michelin.com) for next steps.

- In this case, you will need to onboard through the Micro Fleet flow.
- Make sure to have ownership documentation (vehicle title, registration, or insurance card) ready to verify vehicle ownership.

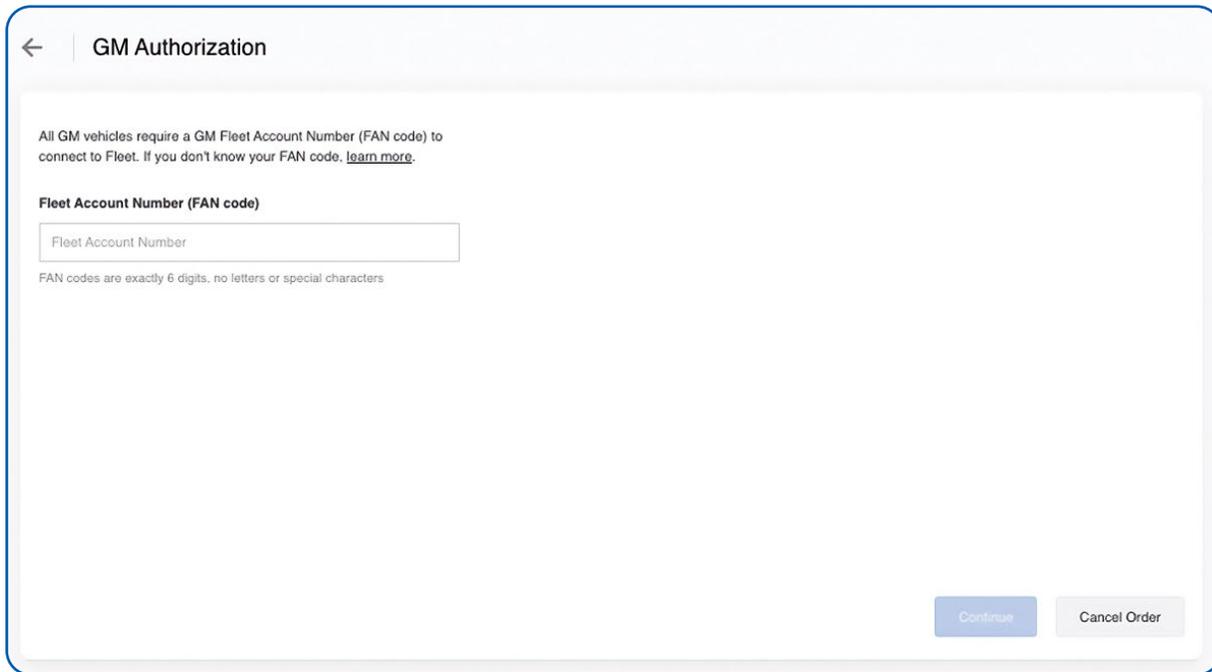
## STEP 2 – CONFIRM YOU HAVE PROVIDED CONSENT TO OnStar TERMS & CONDITIONS.

- If you have not, locate your GM Fleet Account Number (FAN).
- Go to: [GM E-Signature Portal](#).
- Complete **OnStar Terms & Conditions**:
  - o Review details about the T&C's on the home page and click '**I have read and agree**'.
  - o On the GM e-Signature page, provide the requested contact information and click. '**Launch Electronic Signature Process**' button.
    - o Review the E-Sign Disclosure and click, '**Yes, I agree to sign electronically.**'
    - o Review the OnStar Fleet Master Account Service Subscription Agreement and click the yellow **'Click Here to Sign'** button.
  - o Download a copy of the contract for your records. A copy will also be emailed to you.

## STEP 3 – CONFIRM ALL VEHICLES ARE LISTED.

- Ensure all the vehicles you wish to track are visible in your GM Fleet account.
- If your vehicle is not in the list, you will need to add the vehicle(s) manually.
- During the process of adding your vehicles to your account, you are asked to enter your FAN:

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A screenshot of a mobile application screen titled "GM Authorization". The screen has a white background with a blue border. At the top left, there is a back arrow icon and the text "GM Authorization". Below this, there is a paragraph of text: "All GM vehicles require a GM Fleet Account Number (FAN code) to connect to Fleet. If you don't know your FAN code, [learn more](#)." Below the text is a section titled "Fleet Account Number (FAN code)" with a text input field containing the placeholder text "Fleet Account Number". Below the input field, there is a note: "FAN codes are exactly 6 digits, no letters or special characters". At the bottom right of the screen, there are two buttons: "Continue" (in blue) and "Cancel Order" (in grey).

- GM may require you to provide acceptable proof of eligibility documents. Vehicle titles, registration, or proof of insurance on company vehicles are acceptable.

**NOTE:** If you run into any issues adding a vehicle to your account, please reach out to our deployment team at 1-833-623-2858. We can work with our partners to get your vehicle added to your GM fleet account number (proof of vehicle ownership will be required.)

## STEP 4 – ENABLING ONSTAR OR LOCATION SETTINGS (if available on your vehicle and not currently active).

### OnStar:

- Confirm that location settings are enabled for the vehicle.
- Some of your company's GM vehicles may require **OnStar** hardware activation so that **OnStar** may communicate with the vehicle. This can occur if the vehicle tracking unit is in a dormant state, is disabled, or has not been configured. A brief process must be followed by the driver of these vehicles beginning with a Blue Button Key Press (BBKP).
- Please advise the drivers of these vehicles to follow the steps below between the hours of 8am and 9pm Eastern Standard Time (EST), Monday - Saturday:

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1. Press the blue **'OnStar'** button. This is typically located on the rearview mirror, dashboard, or overhead console.
    - Listen closely to the prompts, as you may have to push the button a second-time.
  2. When you're connected to an OnStar advisor, please say:  
*"Please transfer me to a Fleet Advisor."*
  3. The advisor will transfer you to a Fleet Advisor (if not already connected to a fleet advisor). Once transferred, say:  
*"I am calling from <Company Name> to activate my OnStar hardware"*
  4. The advisor will likely ask you to confirm you are the driver/authorized individual and ask you to confirm either your account PIN (this is typically a default **9999** for fleet vehicles), the company's name (if not already provided by driver) and the city/state of the headquarters, **OR** the company's fleet account number (**FAN**).
  5. The advisor will let you know they are going to activate the vehicle and may ask to place you on hold while doing so. Once the activation is complete, the advisor will come back on the line and let the driver know if the activation was successful. (This should take only a few minutes).
    - In the rare instance the activation signal fails, the advisor will inform the driver of the failure and escalate the case to **OnStar**. In these situations, the driver will need to press the blue **'OnStar'** button again to re-attempt the activation.
- Here are some tips to help your drivers activate their GM **OnStar** hardware:
    - o Allow between 10 and 15 minutes to complete the call.
    - o Stay on the call until the advisor tells them that the hardware has been updated.
    - o Make the call from an area where cellular coverage is reliable and consistent (for example, not from an underground car park).

## Location Settings:

A subset of vehicles may require Location Settings to be enabled to allow your vehicles to report GPS data. If they are available and disabled in the vehicle, follow the steps below to enable:

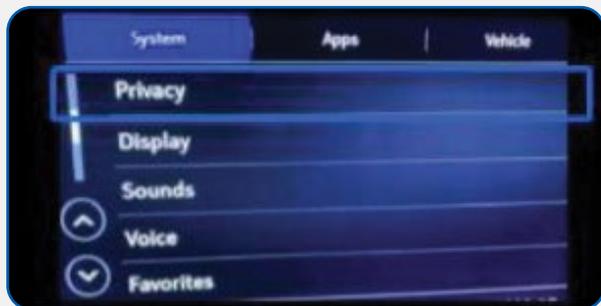
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1. **OnStar Main Menu** - In the **OnStar** dashboard menu, select **Settings**.



2. **Setting Menu** - In the Settings menu, select **Privacy**.



3. **Privacy Menu** - In the Privacy menu, toggle **Location Services** to **On**.



## STEP 5 - NOTIFY US OF SETUP COMPLETION.

- We'll check in regularly with you, but please confirm to us via email to [mcfna-commissioning@micelin.com](mailto:mcfna-commissioning@micelin.com) as soon as you've completed the above steps. In the email, please provide us with the best number and time to reach you.
- Upon receipt, one of our Customer Success representatives will give you a call to confirm all of your vehicles are tracking in your **My Connected Fleet** account. They will schedule any additional training you may need at that time.

**NOTE:** It can take between 3 – 5 business days after e-signature before GM starts transmitting your vehicle tracking information.

# **GM FLEET ACCOUNT NUMBER (FAN) – FREQUENTLY ASKED QUESTIONS**



## **GM Fleet Account Number (FAN) – Frequently Asked Questions**

### **1. What is a GM Fleet Account Number (FAN)?**

A GM Fleet Account Number (FAN) is issued to qualified fleet customers, giving you access to business fleet incentives and programs. First, check internally with your organization to see if a GM FAN already exists.

### **2. How can I check if I qualify for a GM FAN?**

You can check your eligibility for a GM FAN by following the instructions provided <https://www.gmenvolve.com/resources/eligibility-enrollment>.

- If you qualify, proceed with **steps 2 and 3** in the process.
- You will need to provide proof of ownership, such as:
  - Vehicle title
  - Vehicle registration
  - Vehicle insurance card

### **3. What happens if I don't qualify for a GM FAN?**

If you don't qualify for a GM FAN, please contact [mcfna-commissioning@micelin.com](mailto:mcfna-commissioning@micelin.com) for next steps.

- In this case, you will need to onboard through the **Micro Fleet flow**.
- Make sure to have ownership documentation (vehicle title, registration, or insurance card) ready to verify vehicle ownership.

### **4. What is OnStar, and why do I need to accept the OnStar terms and conditions?**

**OnStar** is a subsidiary of General Motors that provides telematics and commercial solutions to improve business efficiency, safety, and productivity.

By accepting the OnStar terms and conditions, vehicles under your Fleet Account Number (FAN) are legally permitted to stream telematics data, giving you access to valuable business insights and vehicle performance data.

There are no additional costs for accepting the OnStar terms and conditions beyond the costs outlined in your agreement with MCF.

## **QUESTIONS?**

If you have any questions or would like more information, please contact us at:

**Email:** [mcfna-commissioning@micelin.com](mailto:mcfna-commissioning@micelin.com)

**Phone:** 1-678-762-4300

