Service Bulletin

PRELIMINARY INFORMATION

Subject: **OnStar Will Not Power Up**

Models: **2006-2013 GM Passenger Cars and Trucks with OnStar (UE1) Gen7, Gen8, Gen9, and FCP1**

This PI was superseded to update Labor Op and model years. Please discard PIC5491.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

A concern may be identified on a Gen7, Gen8, Gen9, or FCP1 VCIM as OnStar system will not power up or no led lit and no response from the OnStar button assembly. This issue may be accompanied by no communication with the scan tool.

Recommendation/Instructions

With the issue present, cycle power to the VCIM. Then test OnStar keypresses, led status, and verify if the VCIM has communication with the scan tool. If the system still will not power up, continue with normal diagnostics. If issue is gone, no further action is required.

Note: If the no power concern goes away and then comes back, the VCIM will need to be replaced.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
N9991	Customer Concern Not Duplicated (CCND) - OnStar®/Bluetooth	.1-.3

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

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