



Service Bulletin

PRELIMINARY INFORMATION

Subject: No Crank/No Start, Dead Battery Due to Parasitic Drain/Discharge

Models: 2011 GM Passenger Cars and Trucks (Except Cadillac STS, Chevrolet Volt)
Equipped with OnStar®

This PI is being revised to update the Recommendation/Instructions. Please discard PI0412.

Condition/Concern

In very rare cases, some customers may comment on a dead battery or a no start condition and there may also be no OnStar® LED light (after the vehicle has been restarted for at least a minute).

A 380mA drain from the OnStar® Module may be a cause of this condition.

Recommendation/Instructions

Perform the Battery Electrical Drain/Parasitic Load Test per the published procedure in SI.

If the parasitic draw is close to 380mA and remains for more than 10 minutes and the OnStar® LED light is not lit even while the vehicle is running, pull the fuse on the OnStar® circuit or disconnect the OnStar® module connector (when OnStar® fuse powers multiple modules) and verify the parasitic current drops to normal levels. If the parasitic current drops to normal levels, replace the OnStar® communication interface module.

Note: The reason that the parasitic current must remain for at least 10 minutes is because the OnStar® module sometimes will connect to the OnStar® back office in power off mode to upload data for the OnStar® monthly emails.

Parts Information

For part number and usage of the communication interface module, see Group 09.645 of the appropriate Parts Catalog.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
R5143	Communication Interface Module Replacement	Use Published Labor Operation Time

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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