



# Service Bulletin

File in Section: -

Bulletin No.: PI0412B

Date: March, 2013

## PRELIMINARY INFORMATION

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

**Models:** 2011-2013 GM Passenger Cars and Trucks (Except Cadillac STS, Chevrolet Volt) Equipped with OnStar®

This PI is being revised to add the 2012 and 2013 model years and add information to the Recommendation/Instructions and Parts Information sections. Please discard PI0412A.

### 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 380 mA, remains for more than 10 minutes, the OnStar® LED light is not lit and there is no response to an OnStar® button press, 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. For vehicles that have the OnStar® module between other GMLAN modules in the LAN circuits, it will be necessary to jumper the LAN terminals at the OnStar® module connector. 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. Certain OnStar® modules are on a parts restriction program. Please refer to the latest version of Corporate Bulletin Number 03-08-46-004.

### Warranty Information

For vehicles repaired under warranty, use:

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