



Service Bulletin

File in Section: -

Bulletin No.: PIC5491E

Date: March, 2014

PRELIMINARY INFORMATION

Subject: OnStar Will Not Power Up

Models: 2006-2015 GM Passenger Cars And Trucks
With OnStar (UE1) Gen7 Gen8 Gen9 And FCP1

This PI was superseded to update model years and recommendations. Please discard PIC5491D.

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, turn off the ignition, cancel RAP, and perform a 5 minute power cycle of the VCIM. Then test OnStar key presses, 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 the issue is gone, please record module information in the current version of bulletin 03-08-46-004.

- If the STID/Station ID/OnStar® Customer Identifier is WITHIN the below ranges, call GM TAC with the customer concern, PI number, and bulletin information.
 - 79800001 – 80200000
 - 81800001 – 82500000
 - 88005501 – 91200000
- If the STID/Station ID/OnStar® Customer Identifier is OUTSIDE of these ranges, no further action is required.

Note: If the "No Power" concern is eliminated and then returns, the VCIM will need to be replaced.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
3429919	Customer Concern Not Duplicated (CCND) - OnStar®	Use Published Labor Time

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.