



Service Bulletin

PRELIMINARY INFORMATION

Subject: OnStar Will Not Power Up

Models: 2006-2017 GM Passenger Cars and Trucks With OnStar (UE1) Gen7, Gen8, Gen9, FCP1, or Gen10
2000-2015 GM Passenger Cars and Trucks With Canada OnStar Upgrade (per latest version of bulletin 15-08-44-001)

This PI was superseded to update Model Years. Please discard PIC5491H.

Condition/Concern

A concern may be identified on a Gen7, Gen8, Gen9, FCP1, or Gen10 VCIM as OnStar system will not power up or no LED illuminated and no response from the OnStar button assembly. Some technicians may also note that there is no communication with the scan tool during this concern.

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 eliminated, no further action is required.

Note: If the "No Power" concern is eliminated by performing the procedure above but the "No Power" concern returns and a power cycle resolves the issue again, the VCIM will need to be replaced.

Warranty Information

For vehicles repaired under warranty, please refer to the latest version of bulletin 06-08-47-001 for warranty information on control module reset/configuration.

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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