



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - OnStar Back-up Battery Failure

Models: 2010 - 2017 Buick LaCrosse, Allure
2013 - 2017 Buick Encore, Regal
2016 - 2017 Buick Envision
2017 Cadillac XT5
2013 - 2017 Cadillac ATS, XTS
2016 - 2017 Cadillac CTS, CT6
2014 - 2015 Cadillac CTS (sedan only), Funeral Coach, Limousine
2009 - 2010 Chevrolet Aveo
2017 Chevrolet Bolt EV
2010 - 2017 Chevrolet Camaro
2014 - 2017 Chevrolet Corvette, SS
2015 Chevrolet Colorado
2007 - 2009 Chevrolet Equinox
2006 - 2016 Chevrolet Impala (limited)
2006 - 2008 Chevrolet Monte Carlo
2013- 2015 Chevrolet Captiva, Orlando
2013 - 2017 Chevrolet Sonic, Spark, Trax
2015 GMC Canyon
2007 - 2009 Pontiac Torrent
2009 - 2010 Pontiac G3, Wave
2008 - 2009 Pontiac G8
2008 - 2009 Saturn Astra
2009- 2010 Saturn VUE

This PI was superseded to update model list and model years. Please discard PIC4541E.

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

Condition/Concern

A dealer may notice a red OnStar LED and DTCs B1446 or B1447 for OnStar back-up battery failure in the VCIM.

Recommendation/Instructions

Do NOT disconnect the main vehicle battery or remove the OnStar fuse with the ignition key in any position other than OFF.

Retained accessory power (RAP) should be allowed to time out or be canceled (simply opening the driver's door should cancel RAP) before disconnecting power. Disconnecting power to the OnStar module in any way while the ignition is ON or with RAP activated may cause activation of the OnStar Back-Up Battery (BUB) system, which will permanently discharge the back-up battery. This action is per design as the BUB is designed to provide power to the VCIM so an emergency notification call can be made after a vehicle collision where the main battery is disabled. Once the Back-Up Battery is activated it will stay on until it has completely discharged.

The BUB is not rechargeable and, once activated, the BUB must be replaced. Instructions are provided in SI for Communication Interface Module Battery Replacement.

Important: Do not remove power from the OnStar VCIM with the key on or with RAP activated.

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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