Preliminary Information

PIC5491K OnStar Will Not Power Up

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
All	All	2006 - 2018	All	All	All	All
All	All	2000 - 2015	All	All	All	All

2006-2018 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)

Supersession Statement
This PI was superseded to update Model Years. Please discard PIC5491J.

Condition / Concern

A concern may be identified as OnStar system will not power up, or no LED illuminated and no response from the OnStar button assembly on a vehicle with a Gen7, Gen8, Gen9, FCP1, or Gen10 OnStar system.

Some technicians may also note that there is no communication with the OnStar module when attempting to communicate with the scan tool (GDS2/Tech2).

Recommendations / 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 above procedure, and the "No Power" concern returns and a power cycle resolves the issue again, the VCIM will need to be replaced.

Warranty Information

Labor Operation	Description	Labor Time
3480678	Perform OnStar Power Cycle	0.5
3422790	Communication Interface Module Replacement	Use Published Labor Time

Additional SI Keywords

U0198