Preliminary Information

PIC5588D Programming And Activation Of Replacement OnStar Modules (VCIM)

Models

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

This PI applies to vehicles with RPO UE1.

Note: This PI does not apply to Canada upgrade vehicles.

Supersession Statement:

This PI was superseded to add an important notice to connect to OnStar after programming to verify activation status, and added 18 Model Year. Please Discard PIC5588C.

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

Condition / Concern

The Vehicle Communication Interface Module (VCIM) is part of the OnStar system and interacts with several other electronic control devices in the vehicle. In order for OnStar to operate properly, it must be programmed (set-up) specifically for the vehicle application to which it's been installed. In addition to the setting up of the unit for the vehicle, the replacement unit must be activated by OnStar in order for the customer to receive his or her subscription services. There are two procedures to follow in order to complete the module set-up and activation.

Recommendations / Instructions

For many 2008 and prior model year GM vehicles, the programming is performed using the Tech 2 and the activation is initiated by a Service Programming System (SPS) application called OnStar Activation (ONSA in the supported Controller selection menu). This OnStar Activation procedure gathers critical information from the replacement unit and sends this data to OnStar. This data is then used to update the subscriber's account and to activate the unit according to the subscriber's vehicle and account settings. When using the ONSA procedure, a blue button press is no longer needed for activation of the OnStar replacement unit.

The auto-activation is generally completed within 2 hours or less. In many instances (depending on the cellular market and subscribers home address), the subscribers personal calling phone number (My Number) remains unchanged and is transferred to the replacement unit. For many 2009 model year vehicles, the OnStar or VCIM set-up procedure has moved from the Tech 2 to the SPS application. This set-up is now similar to that of many other body control modules. This change provides a more efficient process where both the programming and activation procedures are now supported by the Techline SPS application. These two procedures are denoted as the VCIM Vehicle Communication Interface Module Set-up and the ONSA-OnStar Activation.

Important: To fully activate an OnStar module, both the set-up and activation request procedures must be completed.

To initialize the Turn-by-Turn feature, the vehicle must first be driven 8-10 km (5 mi) in order to allow the system to self-calibrate the dead reckoning feature. Important: Use of a J2534 compatible diagnostic tool interface is required when performing the SPS supported OnStar (VCIM) set-up and Activation (ONSA) procedures. For the 2010 and UP model year vehicles, the OnStar (VCIM) set-up procedure and OnStar Activation (ONSA) request have been combined into a single programming event called OnStar Set-up and Activation (ONSU). This change provides the most efficient process to complete all of the required steps to fully activate the replacement unit, thereby eliminating any button press and long in-vehicle wait times for the activation to be completed by an OnStar advisor.

IMPORTANT: **** Prior to releasing the vehicle**** Once all SPS events have been completed, it is neccessary to wait 10 minutes and then test operation to confirm the module has been properly setup and the account is now active. If OnStar requests the vin or says they do not have vehicle info with the call, this would indicate that the activation did not go through and OnStar will need to perform a configuration for manual hardware replacement

The table below provides a quick reference as to the steps/tools to use for the listed model years:

Model Year	Vehicle Type(s)	VCIM Set-Up	OnStar. Activation	Combined Set-Up and Activation
2004-2008	GM Passenger Cars and Trucks (Including Saturn)	Tech 2	SPS	N/A
2004-2008	HUMMER H2 (All Models)	Tech 2	SPS	N/A
2004-2008	HUMMER H3 (All Models)	Tech 2	SPS	N/A
2000-2005	Digitally Upgraded GM Passenger Cars and Trucks (Including Saturn)	Tech 2	SPS	N/A
2009	GM Passenger Cars and Trucks (Including Saturn) Except When Noted Below	SPS	SPS	N/A

2009	Chevrolet Uplander/Pontiac Montana SV6	Tech 2	SPS	N/A
2009	Chevrolet Cobalt/Pontiac G5 w/o RPO UPF	Tech 2	SPS	N/A
2009	Chevrolet Cobalt/Pontiac G5 w/RPO UPF	SPS	SPS	N/A
2009	HUMMER H2 (All Models)	SPS	SPS	N/A
2009	HUMMER H3 (All Models)	SPS	SPS	N/A
2010 and UP	GM Passenger Cars and Trucks	N/A	N/A	SPS

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.

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.