



# Service Bulletin

File in Section: -

Bulletin No.: PIC5491B

Date: March, 2013

## PRELIMINARY INFORMATION

**Subject:** OnStar Will Not Power Up

**Models:** 2006-2013 GM Passenger Cars and Trucks  
with OnStar Gen7, Gen8, Gen9, and FCP1 (RPO UE1)

This PI was superseded to update Recommendation section. Please discard PIC5491A.

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 keypresses, 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, 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
*N9991	Customer Concern Not Duplicated (CCND) - OnStar®/Bluetooth	.1 - .3
* This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

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.