PRELIMINARY INFORMATION

Subject: **OnStar Will Not Power Up**

Models: **2006-2014 GM Passenger Cars and Trucks
with OnStar (UE1) Gen7, Gen8, Gen9, or FCP1**

> **This PI was superseded to update recommendations and model years. Please discard PIC5491B.**

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 the OnStar system will not power up, no LED illumination, and/or no response from the OnStar button assembly. This issue may be accompanied by no communication with the scan tool as well.

Recommendation/Instructions

With the issue present, turn off the ignition, cancel RAP, and perform a 5 minute power cycle of the VCIM. Then test the 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, please record module information in the latest version of bulletin 03-08-46-004 and follow these instructions:

- If the OnStar® Customer Identifier is BETWEEN 88005501 and 91200000, call GM TAC with the customer concern, this PI number, and requested bulletin information.
- If the OnStar® Customer Identifier is BELOW 88005501 or ABOVE 91200000, no further action is required.

Notice: 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
3429919	Customer Concern Not Duplicated (CCND) - OnStar®	Use Published Labor Time

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.