Service Bulletin

PRELIMINARY INFORMATION

Subject: **Diagnostic Tip: OnStar Module Does Not Support All B101D Symptom Codes**

Models: **2011 - 2014 All GM Passenger Car and Light Duty Trucks with RPO UE1 (Except 2011-2013 Chevrolet Corvette, 2011-2012 Chevrolet Colorado, 2011-2012 GMC Canyon)**

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

Condition/Concern

Some customers may complain of various concerns, such as OnStar is inoperative and/or that the red LED is illuminated. Upon inspection, DTC B101D will be stored in the OnStar module. In some cases, a symptom code may be stored as well but the technician may find that the SI diagnosis does not list the symptom code.   At this time, the SI diagnosis for B101D only contains generic information that is used to diagnose this DTC in various modules. As a result, the symptom code stored in the OnStar module may not match those listed in the SI diagnosis, the symptom code may not be listed in the SI diagnosis, or the SI diagnosis may not list any symptom codes at all.

Recommendation/Instructions

If this concern is experienced, the suggestions below and DTC reference table may help:

If DTC B101D is set as current in the OnStar module without any symptom codes, follow SI diagnosis and repair as directed.

If DTC B101D 39, B101D 3C, or B101D F0 are stored in history, contact GM TAC with the customer concern, this PI number, and information from the latest version of bulletin 03-08-46-004. DO NOT clear the DTCs at any point as the information in the module may be needed for root cause analysis.

If DTC B101D 37 is stored in history, please refer to the latest version of PIC5492 for suggestions.

Symptom Codes Currently Supported by OnStar Module

DTC and Symptom Code	Description
B101D 00	Electronic Control Unit Hardware Malfunction (Only Supported on 2011 Chevrolet HHR and 2011 & 2012 Malibu)
B101D 31	Electronic Control Unit Hardware Internal Checksum Error
B101D 32	Electronic Control Unit Hardware General Memory Malfunction
B101D 37	Electronic Control Unit Hardware Software Malfunction (Only Sets in History)
B101D 38	Electronic Control Unit Hardware Supervision Software Malfunction
B101D 39	Electronic Control Unit Hardware Internal Communication Malfunction (Bluetooth)
B101D 3C	Electronic Control Unit Hardware Internal Communication Malfunction (GPS)
B101D F0	Electronic Control Unit Hardware Internal Communication Malfunction (Phone)

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.