



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Diagnostic Tip: OnStar Module Does Not Support All B101D Symptom Codes and Information On Temporary TAC Authorization Process For 2015 Vehicles with B101D 3C And F0

**Models:** 2011 - 2015 All GM Passenger Car and Light Duty Trucks with RPO UE1  
(Except 2011-2013 Chevrolet Corvette, 2011-2012 Chevrolet Colorado, 2011-2012 GMC Canyon)

*This PI was superseded to update Recommendation/Instructions. Please discard PIT5236A.*

### Condition/Concern

Some customers may comment 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. 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 may only contain 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, or may not be listed at all in the SI diagnosis.

### Recommendation/Instructions

**Important:** If OnStar module replacement is required, reference the latest version of bulletin 03-08-46-004 to determine if the model year vehicle you are working with is on TAC restriction or not. If you determine that OnStar Module replacement is required on a 2015 model specially due to current DTCs B101D 3C and B101D F0, follow the temporary TAC authorization process that is outlined below. For all other years, models, DTCs, and/or concerns, follow the standard authorization and ordering process that is outlined in the latest version of 03-08-46-004.

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

Please record the OnStar LED status, along with results from an OnStar button press and OnStar Handsfree Calling inbound and outbound calls.

### 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)

If DTC B101D is set as CURRENT with any of the symptom codes listed above (except B101D 37), replace the OnStar module.

If DTC B101D 37 is stored as CURRENT or HISTORY, please refer to the latest version of PIC5492.

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 is set with a symptom code that is not listed above, or there is no symptom code at all, record a snapshot, session log, or picture of the DTC displayed on the screen and 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.

**Important:** If OnStar module replacement is required, reference the latest version of bulletin 03-08-46-004 to determine if the model year vehicle you are working with is on TAC restriction or not. If you determine that OnStar Module replacement is required on a 2015 model specially due to current DTCs B101D 3C and B101D F0, follow the temporary TAC authorization process that is outlined below. For all other years, models, DTCs, and/or concerns, follow the standard authorization and ordering process that is outlined in the latest version of 03-08-46-004.

### Special Temporary Ordering Process ONLY for 2015 Models with Gen 10 OnStar and Current DTCs B101D 3C and B101D F0:

If this concern is encountered, it is REQUIRED to document answers to the following questions before calling GM Technical Assistance for authorization.

1. What is the customer's concern?
2. How many days down and visits to the dealer?
3. What is the OnStar LED status (Red, Green, Off, etc.)?
4. What DTCs are stored?
5. Press the Blue OnStar Button and note the results:
6. Document the STID/OnStar Customer Identifier that is located on the OnStar Module and/or in the GDS scan tool data list.

Once you document answers to all of the questions above, please contact GM Technical Assistance using the following special/temporary menu options in order to obtain your authorization:

1. Press 1 for Diagnostics
2. Enter your BAC
3. Press 2 for Action Centers
4. Press 3 for City Express regardless of the make and model you are working on.
5. Press 1 for OnStar/XM
6. Press 2 for XM Radio

## Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
3422790	Communication Interface Module Replacement	Use Published Labor Operation Time

### ADDITIONAL SI KEYWORDS: 31 32 38 F0

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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