# Service Bulletin

# PRELIMINARY INFORMATION

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| **Subject:** | **Diagnostic Tip: 2015 Gen 10 OnStar Vehicles with B101D 3C And F0 Setting and Info on B101D Symptom Codes** |

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| **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*This PI was superseded to update Recommendation/Instruction. Please discard PIT5236E.*

## Condition/Concern

Some customers may comment of various concerns, such as OnStar is inoperative, Navigation/GPS/Compass issues, and/or that the red LED is illuminated. Upon inspection, DTC B101D will be stored in the OnStar module with a related symptom code(s).

## Recommendation/Instructions

2015 Model Year Vehicles with Gen 10 OnStar System

Step 1: If 15086 is open in the Global Warranty Management system, complete it and evaluate OnStar operation before following this PI.

Step 2 (USA dealers only):  If 15086 is not open/listed in Global Warranty Management, USA dealers should use the scan tool to note the Firmware Over-the-Air (OTA) Version.  If the OTA Version is 6708 or greater/newer or if you are a Canadian dealer, proceed to Step 3 below.  If the OTA Version is lower/older than 6708, order a replacement OnStar module using the special B101D ordering section found at issgm.com (ISS - Instrument Sales and Service website) and outlined below:

ISS Website Navigation to Special B101D Ordering Section:

a.   Enter Parts Dealer Code and Zip Code to Log In

b.   Click "Place OnStar Order"

c.   Click "Confirm OnStar Order"

d.   Click "B101D-F0/3C DTC"

e.   Select Factory Warranty from Drop Down List

f.   Enter VIN, Year, Make, Model, Mileage, and Select Part Number

In most instances, ISS will process these special orders without requiring TAC approval but in some rare instances they may ask you to contact TAC for documentation and approval purposes depending on the VIN reported.

Step 3: If a USA dealer finds that the OTA Version is 6708 or greater/newer or if you are a Canadian dealer, contact the GM TAC OnStar group with the following information (DO NOT clear the DTCs):

a.  OnStar Module Firmware Over-the-Air Version using GDS2.

b.  OnStar Module STID (OnStar Customer Identifier) located on the OnStar Module or in the related GDS2 Data List.

c.  The part number that is on the original OnStar module.

d.  Have all Repair Order information ready, including the customer concern, VIN, mileage, DTCs stored, repair order number, etc.

e.  What is the OnStar LED status (Red, Green, Off, etc.)?

f.  Press the Blue OnStar Button and note the results.

In some cases, GM TAC may also request photos, session logs, snapshots or additional information to assist in properly diagnosing the concern.

All Other Years, Models, and/or OnStar Systems

Start by recording the OnStar LED status, along with results from an OnStar button press and OnStar hands-free calling for inbound and outbound calls.

If DTC B101D is set as CURRENT with any of the symptom codes listed below (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 below, 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.

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) |

## Parts Information

Refer to the Electronic Parts Catalog and/or Electronic Service Center Website for the appropriate OnStar Module part number based on the VIN.

## Warranty Information

For 2015 Gen 10 OnStar Modules Replaced Under Warranty due to DTC B101D F0/3C, use:

| Labor Operation | Description | Labor Time |
|---|---|---|
| *0600114 | Communication Interface Module Replacement | **Use Published Time for Labor Code 3422790 |

For all other vehicles/concerns repaired under warranty, use:

| Labor Operation | Description | Labor Time |
|---|---|---|
| 3422790 | Communication Interface Module Replacement | Use Published Labor Operation 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.

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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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