



Service Bulletin

PRELIMINARY INFORMATION

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

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This PI was superseded to include revised ordering instructions for 2015 Gen 10 OnStar Modules with B101D F0 and 3C. Please discard PIT5236B.

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

If working on a 2015 model with a Gen10 OnStar system setting DTCs B101D 3C and B101D F0, follow Section 1 below. For all other years, models, DTCs, and/or concerns, follow Section 2 below

Section 1 (Only for 2015 Gen 10 with B101D 3C & F0)

If a 2015 model with a Gen10 OnStar system is setting DTCs B101D 3C and B101D F0, replace the OnStar module. Review the following to determine which OnStar module ordering process to use.

Canadian Dealers should fill out the Ordering Template immediately below and then follow the ordering process in Section 1B.

USA Dealers should fill out the Ordering Template immediately below and note the Firmware Over-the-Air (OTA) Version. If the OTA Version noted on the template is lower/older than 6708, follow the ordering process in Section 1A. If the OTA Version on the scan tool equals 6708, follow Section 1B.

Ordering Template for Replacement OnStar Module

1. Document the OnStar Module Firmware Over-the-Air Version using GDS2.
2. Document the OnStar Module STID(OnStar Customer Identifier) located on the OnStar Module or in the related GDS2 Data List.
3. Document the part number that is on the original OnStar module.
4. Have all Repair Order information ready, including the customer concern, VIN, mileage, DTCs stored, repair order number, etc.
5. What is the OnStar LED status (Red, Green, Off, etc.)?
6. How many times has the vehicle been to the dealer for this concern?
7. How many days total has it been at the dealer for this concern?
8. What DTCs and symptom codes are setting?
9. Press the Blue OnStar Button and note the results.

Section 1A - Website Ordering Process for USA with OTA Version Less Than 6708

If the Over-the-Air Version is lower/older than 6708, document answers to all of the questions in the Ordering Template above and order a replacement OnStar module using the special B101D ordering section found at issgm.com (ISS - Instrument Sales and Service website) and illustrated below:

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

ISS Website Navigation to Special B101D Ordering Section:

1. Enter Parts Dealer Code and Zip Code to Log In
2. Click "Place OnStar Order"
3. Click "Confirm OnStar Order"
4. Click "B101D-F0/3C DTC"
5. Select Factory Warranty from Drop Down List
6. Enter VIN, Year, Make, Model, Mileage, and Select Part Number

Section 1B - GMTAC Ordering Process for All Canada Orders or USA Orders with OTA Version 6708

If the Over-the-Air Version equals 6708, document answers to all of the questions in the Ordering Template above and call the USA GM Technical Assistance Center using the following special/temporary menu options. If TAC approves your order, USA dealers will then contact ISS to order a replacement module like usual but if you are using their website to place an order, you will use the regular Warranty or Non-Warranty ordering section of their website instead of the special B101D ordering section since you will have to enter your TAC case number into the site. Once a TAC case is obtained, Canadian dealers will contact York Electronics to order the OnStar module like they normally would.

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

Section 2 (All Other Concerns, DTCs, Vehicles, etc)

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.

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) |

| | |
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| B101D F0 | Electronic Control Unit Hardware Internal Communication Malfunction (Phone) |
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Parts Information

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

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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