



Preliminary Information

PIT5630A Intermittent OnStar Inoperative DTC B101D-39 Red LED And Clock Date Time Inaccurate

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	CT6	2019	All	All	All	All
Cadillac	XT4	2019	All	All	All	All
Chevrolet	Camaro	2019	All	All	All	All
Chevrolet	Colorado	2019	All	All	All	All
Chevrolet	Cruze	2019	All	All	All	All
Chevrolet	Equinox	2019	All	All	All	All
Chevrolet	Silverado	2019	All	All	All	All
Chevrolet	Spark	2019	All	All	All	All
Chevrolet	Trax	2019	All	All	All	All
Chevrolet	Volt	2019	All	All	All	All
GMC	Terrain	2019	All	All	All	All
GMC	Sierra	2019	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	BOP
Condition	While diagnosing a vehicle with an OnStar concern. A technicians may find a Red Led and DTC B101D-39 in the OnStar TCICM while checking for codes. Additional symptoms may include; OnStar services temporarily unavailable, Date/time inaccurate on the radio display, and Super Cruise unavailable (MY19 Cadillac CT6 only) for an ignition cycle.
Cause	Engineering has found a software issue that will cause a temporary concern after start up.

Correction:

If the DTC is current when the vehicle comes in, let the vehicle run for 5 minutes and see if the DTC goes to history. If the DTC stays current, this PI does not apply. Continue with normal diagnostics.

If the DTC goes to history, select the following menu in GDS and verify the data from the TCICM.

Module Diagnostics/Telematics Communications Interface Control Module/Data Display/DTC Data

If DPID 11 Byte 1 is 20 and DPID 17 Byte 3 is 80, clear the DTC and do NOT replace the TCICM. This is a known software issue, and new software is being developed to address the issue. This PI will be updated when the new software is available.

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.

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Warranty Information

Labor Operation	Description	Labor Time
3480938	OnStar B101D-39 Diagnostic Check	.3
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	2
Modified	09/05/2018 Created on 10/26/2018 - Updated Condition Section and Add Models

