Preliminary Information

PIT5630C Intermittent OnStar Inoperative DTC B101D-39 Red LED And Clock Date Time Inaccurate

Models

Brand:	Model:	Model Years:	VIN: from	to	Engine:	Transmissions:
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	Malibu	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	Canyon	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, this is a known software issue and a new OnStar software over the air update version 6.63 was released which resolves the concern.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3480938	OnStar B101D-39 Diagnostic Check	0.3
*This is a unique Labor Operation for Bulletin use onl		

Version History

Version	4
Modified	09/05/2018 Created on 10/26/2018 - Updated Condition Section and Add Models 02/05/2019 - Updated Model List. 09/11/2019 - Updated resolution details