



Service Bulletin

Bulletin No.: 19-NA-195

Date: September, 2019

TECHNICAL

Subject: Intermittent OnStar Inoperative, DTC B101D-39, Red LED and Clock Date/Time Inaccurate

This Bulletin replaces PIT5630B. Please discard PIT5630B.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT6	2019	2019			All	All
	XT4						
Chevrolet	Camaro	2019	2019				
	Colorado						
	Equinox						
	Malibu						
	Silverado 1500 (New Model)						
	Trax (BOP Only)						
	Volt						
GMC	Canyon	2019	2019				
	Terrain						
	Sierra 1500 (New Model)						

Involved Region or Country	North America, China
Additional Options (RPOs)	Equipped with OnStar® (UE1) and Infotainment System IOR, IOS, IOU, or IOT
Condition	<p>While diagnosing a vehicle with an OnStar concern, a technician may find a red LED and DTC B101D-39 in the OnStar (TCICM) module. Additional symptoms may include:</p> <ul style="list-style-type: none"> • OnStar services temporarily unavailable. • Date/time inaccurate on the radio display. • Super Cruise unavailable (2019 Cadillac CT6 only) for an ignition cycle.
Cause	The cause of the condition may be a firmware issue that will cause a temporary concern after start-up.

Correction	A new OnStar firmware update, version V6.63, has been released to OnStar equipped vehicles. Due to cyber-security policies, this firmware update cannot be installed through TIS2Web, so firmware (OnStar v6.63) was released to involved vehicles via an Over-the-Air (OTA) update. This update can occur remotely through in-vehicle prompts from the radio display. However, some customers may decline the vehicle update or the update may be unsuccessful. This would require the dealer to install updated OnStar hardware.
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Service Procedure

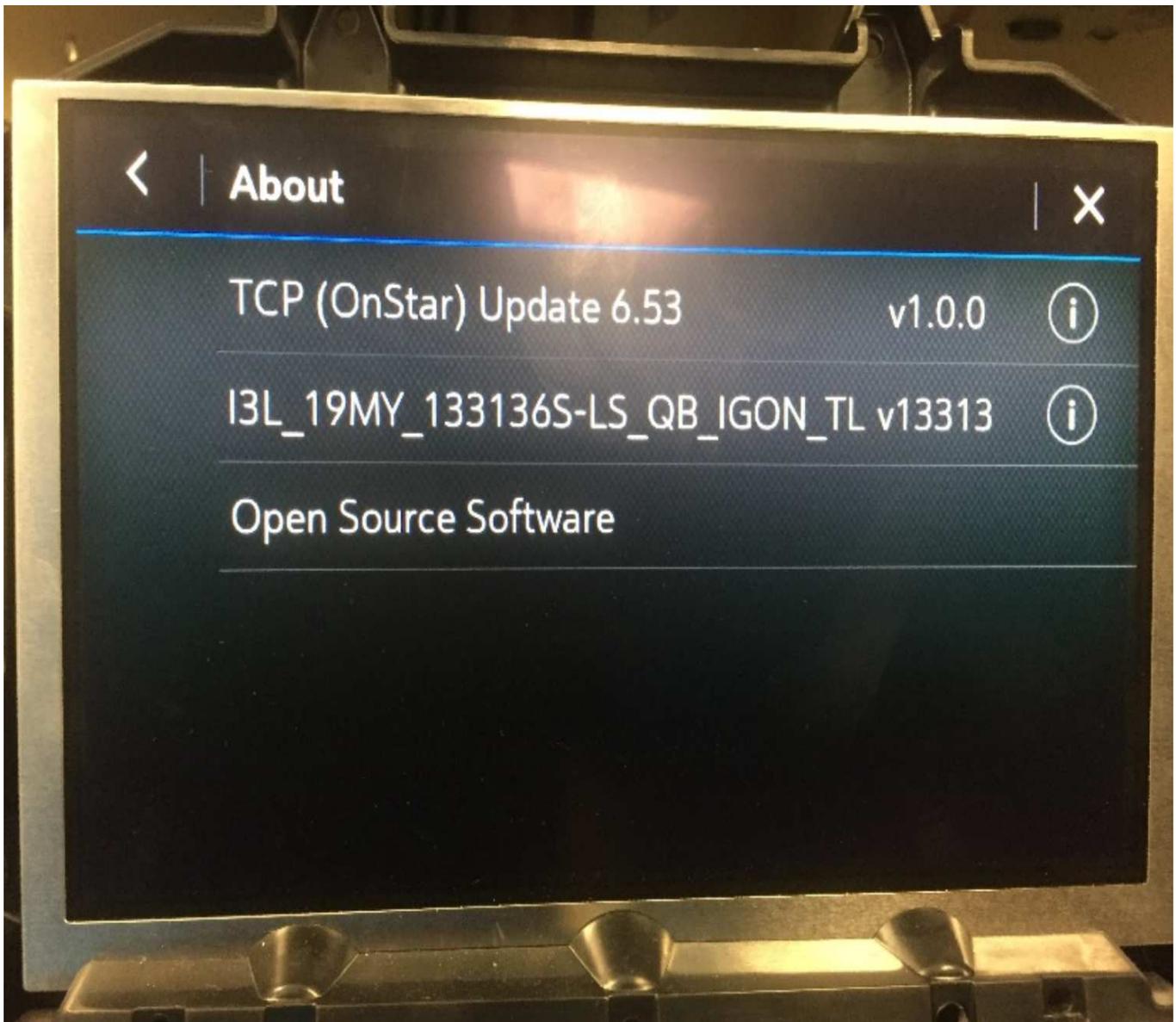
Note: If the vehicle was presented for conditions other than what is listed in this bulletin, but DTC B101D-39 is stored in the OnStar module, do NOT proceed with this bulletin. The history B101D-39 in the OnStar module will not cause concerns with systems not listed in this bulletin.

1. Determine if this bulletin applies:
 - Is the customer concern described in the condition statement of this bulletin?
 - If the condition is not described in this bulletin, then it does not apply. Refer to SI for diagnostic information related to the customer concern.
 - If the condition is described in this bulletin, then proceed to step 2.
2. If the DTC B101D-39 in the OnStar (TCICM) module 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 bulletin does not apply. Refer to SI DTC diagnostics for B101D.
 - 2.1. If the DTC B101D-39 in the OnStar (TCICM) module 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.

- 2.2. If DPID 11 Byte 1 is 20 and DPID 17 Byte 3 is 80, determine through the radio menu if OnStar firmware has been updated to OnStar v6.63 or greater.

- Enter the radio menu on the radio display. Select Home > Settings > About.
- On IOR-equipped vehicles, this will bring you to the About menu page to view Update History.
- On IOS, IOU, or IOT-equipped vehicles, scroll to Build Number and select the lowercase "i" next to Build Number to view Update History.

IOR-equipped vehicles:



IOS, IOU, or IOT-equipped vehicles:

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- 2.3. Look for a line that contains reference to OnStar update “v6.63” or greater in it. The sample illustrations above do not show this specific version, but serve to illustrate where to find it. The presence of OnStar v6.63, or any OnStar update greater than v6.63, indicates the firmware has been installed and that the bulletin does not apply. Refer to SI for further diagnostics.

Note: It is possible that the OTA update has been pushed to the vehicle and that the customer has missed or ignored on-screen prompts to install it. Do NOT replace the OnStar module prior to inspecting for the presence of the pending update.

3. Determine if the update has already been downloaded to the module and is pending installation.
 - Enter the radio menu on the radio display. Select Home > Settings > Updates. If an update is available, a popup will appear. Select Install Update and follow the on-screen instructions.
4. If the OnStar v6.63 update is not listed in the About screen, the Update History menu, or the Updates screen; or if the customer comments that they did receive notification of an OnStar OTA update and declined it, replace the OnStar module. Firmware will be current on the replacement part.

Parts Information

Note: Part numbers listed in the parts table below may be superseded over time. They were current at the time of publication.

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

Causal Part	Description	Part Number	Qty
	Module, Comn Interface	84653369	1
		84653973	1
		84644344	1
		84653367	1
		84644343	1

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
9104436*	Install over-the-air update OnStar v6.63	0.3 hr
9104382**	Communication Interface Module Replacement Chevrolet Malibu	0.4 hr
	Communication Interface Module Replacement Chevrolet Silverado, Volt, and GMC Sierra	0.5 hr
	Communication Interface Module Replacement Chevrolet Camaro	0.8 hr
	Communication Interface Module Replacement Cadillac CT6	0.9 hr
	Communication Interface Module Replacement Chevrolet Equinox and GMC Terrain	1.0 hr
	Communication Interface Module Replacement Chevrolet Colorado and GMC Canyon	1.1 hrs
	Communication Interface Module Replacement Chevrolet Trax	1.2 hrs
	Communication Interface Module Replacement Cadillac XT4	0.5 hr

*A warranty claim code is not required for this transaction.

**To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	1
Modified	Released September 06, 2019

