



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip: 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This PI was superseded to reference 15086. Please discard PIT5236D.

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 a B101D 3C and/or F0 is encountered on a 2015 model with the Gen10 OnStar system, start by determining if field action 15086 is open in the Global Warranty Management system. If it is open, complete the field action and re-evaluate the concern before following this PI. If it is not open/listed in Global Warranty Management, DO NOT clear the DTCs at any point - contact the GM TAC OnStar group with the following information

1. OnStar Module Firmware Over-the-Air Version using GDS2.
2. OnStar Module STID(OnStar Customer Identifier) located on the OnStar Module or in the related GDS2 Data List.
3. 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. 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.

If this concern is encountered on any other year, model, or OnStar system, 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

TC 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
** This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide. **Submit the claim under labor operation 0600114 but use the labor time associated with labor operation 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

Additional SI Keywords

31 32 38 F0

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.

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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