Preliminary Information

PIT5236K Diagnostic Tip: OnStar Vehicles with B101D and Symptom Codes

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
All	All	2006 - 2018	All*See Note	All*See Note	All	All

2011 - 2018 All GM Passenger Car and Light Duty Trucks with RPO UE1
(Except 2011-2013 Chevrolet Corvette, 2011-2012 Chevrolet Colorado, 2011-2012 GMC Canyon)
2006-2015 GM Passenger Cars and Trucks with Canada OnStar Upgrade (per latest version of bulletin 15-08-44-001) with RPO UE1

Supersession Statement:
This PI was superseded to add 2018 model year. Please discard PIT5236J.

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).

Recommendations / Instructions

Important Note: If campaigns 14395 or 15086 are open in Global Warranty Global Warranty Management system, please complete the campaign and evaluate OnStar operation before continuing with this PI.

Record the DTC and symptom code, 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 in the VCIM with any of the symptom codes listed below (except B101D 37), the OnStar module will need to be replaced. (See latest version of bulletin 03-08-46-004)

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 with RPO UPF)**
B101D 3C	**Electronic Control Unit Hardware Internal Communication Malfunction (GPS)**
B101D F0	**Electronic Control Unit Hardware Internal Communication Malfunction (Phone)**

B101D F2	Internal Communication Error WIFI
B101D F3	Internal Communication Error SIM

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 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

3C 31 32 38 F0