Service Bulletin

PRELIMINARY INFORMATION

Subject: **OnStar WIFI Inoperative After VCIM Replacement Or Reprogramming Event**

Models: **2015 All GM Passenger Car and Light Duty Trucks**

With OnStar Gen10 WIFI (RPO VV4)

Condition/Concern

A customer may comment that OnStar WIFI is inoperative after a VCIM replacement or after a reprogramming event because "WIFI Activation" is not available in TIS2WEB at this time.

Recommendation/Instructions

If this concern is experienced, verify the vehicle has the WIFI option by confirming that the vehicle has RPO VV4.

If so, please record the following information from GDS2 / Telematic Control Module / Identification Information and call GM Technical Assistance for further direction.

GM End Model part number

Mobile Equipment Identifier

OnStar Customer Identifier

Mobile Identification Number

Mobile Directory Number

Warranty Information

For vehicles repaired under warranty, please refer to the latest version of bulletin 06-08-47-001 for warranty information on control module reset/configuration.

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