



Service Bulletin

PRELIMINARY INFORMATION

Subject: Questionnaire for Bluetooth Related Concerns

Models: 2006 - 2016 GM Passenger Cars and Light Duty Trucks Equipped With Bluetooth

This PI was superseded to update Model Years and Recommendation/Instructions. Please discard PIC5932.

Condition/Concern

Some customers may complain of various concerns when using Bluetooth components. It is important to understand that the operational characteristics and functionality of Bluetooth can vary with each component, software level, and service provider. As a result, it is very important to gather as many details as possible when diagnosing any Bluetooth concern.

Important: If the customer is having concerns with a specific Bluetooth device, it will most likely be necessary to have them leave the device with the vehicle so that the system can be properly diagnosed.

Recommendation/Instructions

Notice: GM Technical Assistance may ask any of the following questions if a technician calls them with a Bluetooth complaint so it is helpful to have the answers to these questions before calling GM Technical Assistance.

Note: If a paired device, or Infotainment module has recently received an update, the device will need to be deleted from the vehicle list and the vehicle will need to be deleted from the device and a fresh pair performed.

The following questionnaire has been developed to gather information about the customer's Bluetooth concern, which may be helpful when diagnosing the concern and/or calling GM Technical Assistance:

Service Advisor / Customer Questionnaire

What is the customer concern?

When does the customer concern occur?

When did the concern start to occur?

Is the concern intermittent or does it happen regularly?

Can the customer demonstrate the concern?

Where is the exact location of the device when this concern occurs (In purse on passenger seat, etc.)?

What brand and model of device is being used?

Which service provider does the customer's device use? What software version is installed on the device?

According to www.gmtotalconnect.com, should the device be compatible with the vehicle? According to www.gmtotalconnect.com should the desired feature be supported for the customer's vehicle and device?

If applicable, have you reviewed the owner's manual with the customer to ensure that they understand how to operate the system?

Technician / TAC Questionnaire

Does the same concern occur in this vehicle when using a known-good device?

Does the same concern occur when using the customer's device in a known-good vehicle?

List any SI documents, PIs, and/or Bulletins that have been performed:

List any aftermarket accessories that the vehicle is equipped with:

Check all modules for DTCs and list them here:

What diagnosis has been performed so far?

List any parts that have been replaced: Is the vehicle equipped with Generation 8 or 9 of VCIM/OnStar Module?

If so, is the vehicle equipped with RPO UPF (OnStar Bluetooth)? How many devices are connected to the vehicle (max of 5 allowed - list them here)?

What is the RPO of the radio and which software version is installed?

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION