



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip: Bluetooth Connectivity Issues after Software Update

Models: All 2016 and prior GM cars and Light Duty Trucks
Equipped with Bluetooth Technology

Condition/Concern

Customers may comment of a connectivity concern with Bluetooth after phone software is updated or after any vehicle updates for the radio or HMI module take place.

Recommendation/Instructions

If concerns are present after a software update of the device or vehicle radio/HMI updates, delete all pairing (delete the vehicle from the phone and delete the phone from the vehicle), power down both the device and the vehicle, and then follow pairing directions to pair the device back to the vehicle.

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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