



Service Bulletin

PRELIMINARY INFORMATION

Subject: Gen10 OnStar WIFI Inoperative Or WIFI Connection Concerns

Models: 2015 - 2017 All GM Passenger Car and Light Duty Trucks With OnStar 4GLTE Gen10 WIFI (RPO VV4)

This PI was superseded to update Model Years. Please discard PIT5384A.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

A customer may comment that the OnStar WIFI is inoperative or that is stuck in 2G.

Recommendation/Instructions

Dealers are to record the following information and contact GM Technical Assistance for further assistance.

From the radio display access WIFI settings from the OnStar Main Menu and record the following:

SSID:

PASS:

Internet Connection Status:

From GDS2 Record

IDENTIFICATION INFORMATION:

End Model Part Number:

Mobile Equipment Identifier:

OnStar Customer Identifier:

Module Generation Identifier:

GSM Network Code:

Off Board Navigation:

Mobile Identification Number:

Mobile Directory Number:

SIGNAL STRENGTH DATA:

GSM Signal Strength:

Public Land Network Number:

Perform an Outbound OnStar Personal Call

Results:

OnStar Key Press

Results:

Can the vehicle receive a call?

Results:

Detailed Problem Description (including error message):

- When did the issue start (Date and Time)?
- Has Service Worked in this location before (Y/N):
or If yes, when and where it last worked?
- Does it occur in multiple locations?
- Other devices experiencing the same problem (Y/N):

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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