



Service Bulletin

PRELIMINARY INFORMATION

Subject: Wi-Fi Or Bluetooth Inoperative Or Poor Performance

Models: 2016 Buick Cascada, Enclave, Encore, Lacrosse, Regal, Verano
2016 Cadillac ATS, CT6, CTS, ELR, Escalade, SRX, XTS
2016 Chevrolet Camaro, Colorado, Corvette, Equinox, Express, Impala, Malibu, Silverado, Sonic, Spark, Suburban, Tahoe, Traverse, Trax, Volt
2016 GMC Acadia, Canyon, Savana, Sierra, Terrain, Yukon
Equipped with OnStar Module PN 39017359, 84019741, 84022519, 84022547, 84023338, or 84022585 and OnStar Customer Identifier (STID) 105795464 – 112577622

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

Condition/Concern

Some customers may mention of Wi-Fi and/or Bluetooth system concerns such as being inoperative, slow speed performance, frequent disconnection, and/or phone pairing concerns. In some cases, the concern may be intermittent. No impact to other functionality or vehicle performance will be noted. If this concern is encountered, no DTCs will be stored. If DTCs are stored, this PI does not apply and should be disregarded.

Recommendation/Instructions

If this concern is encountered, perform SI diagnosis and repair as necessary. If SI diagnosis does not isolate the cause of this concern or if the concern does not happen regularly enough to perform step-by-step diagnosis, use the following GDS2 navigation path to note the data parameters below and contact GM Technical Assistance Center to discuss direction - GDS2 Navigation Path: Module Diagnostics>> Telematics Communication Interface Control Module>> 10>> Identification Information:

- Bluetooth: Enabled or Disabled?
- End Model Part Number:
- Mobile Equipment Identifier:
- OnStar® Customer Identifier:
- Module Generation Identifier:
- Current Transceiver Identifier:
- Mobile Identification Number:
- Mobile Directory Number:

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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