

## Service Bulletin

Date:

Bulletin No.:

16-NA-239 August, 2016

# TECHNICAL

#### Subject: Information on Enabling 4G LTE Wi-Fi Hotspot on New Vehicle

Brandi	Madalı	Model Year:		VIN:		Engine:	Transmission:
Branu.	Model.	from	to	from	to		
Buick Cadillac Chevrolet GMC	All GM Passenger Cars and Trucks	2016	2017			All	All

Involved Region or Country	North America
Additional Options (RPO)	Equipped with 4G LTE Wi-Fi Hotspot - RPO VV4
Condition	On rare occasions, it may be found that the 4G LTE wi-fi hotspot of a new vehicle is not enabled.
Cause	This may be due to a 4G LTE wi-fi hotspot that has not been enabled even though the vehicle is equipped with RPO VV4.

### Correction

If you encounter a vehicle with the above concern, customers can do a BBKP (Blue Button Key Press) to contact OnStar and the advisor should be able to activate the wi-fi without a service visit.

If the customer is advised that the vehicle is not equipped with 4G LTE wi-fi even though it is equipped with RPO VV4 and/or the window sticker says it is, next level support/escalation should be requested for further review or they can bring the vehicle to the dealership for activation as well.

Technicians can activate the 4G LTE wi-fi by following the steps below:

- 1. Attach MDI or MDI2 to vehicle.
- 2. Open TIS2web and select: J2534 MDI or MDI and Reprogram ECU as the Programming Process.
- 3. Enter VIN and Select Next.

Supported Controllers					
Select Controller					
Z4	Vehicle wide Capture of Module Identification Data				
K9	Body Control Module				
K43	Electric Power Steering Control Module				
K17	Electronic Brake Control Module				
K20	Engine Control Module				
K109	Front Camera Module				
1	Immobilizer Learn				
36	Inflatable Restraint Sensing and Diagnostic Module				
216	Instrument Cluster				
684	Keyless Entry Control Module				
K73	Telematics Communication Interface Control Module				
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Select Progra	L Function / Sequence anning paralon & Setup				
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ielect Progra Config ielect Vorma	l Fenction / Sequence amming paration & Setup Programming Type at	VIII: KUJCOSSAGGC221			

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**Note:** 2016 Chevrolet Spark shown, other vehicles similar.

- As shown above, select K73 Telematics Communication Interface Control Module as the Controller Type, Configuration & Setup as the Function/Sequence, and Normal as the Programming Type before selecting Next.
- 5. Following remaining TIS2web on-screen instructions to enable Wi-Fi.
- 6. Once complete, disconnect the negative battery cable.

- 7. Wait 2 minutes to power cycle the module.
- 8. Reconnect the negative battery cable.
- 9. Locate the vehicle's wi-fi hotspot using the customer's device, enter the hotspot password into the device, and re-evaluate wi-fi operation.
- 10. Advise the customer to change their wi-fi hotspot password.

## **Warranty Information**

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time	
2881098*	Activate the 4G LTE Wi-Fi	0.4 hr	
*This is a unique Labor Operation for Bulletin use only.			

Version	2
Modified	August 19, 2016 – Added All Passenger Cars and Trucks to the Models.

GM bulletins are intended for use by professional technicians, NOT a "<u>do-it-yourselfer</u>". 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, <u>DO NOT</u> 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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