



Service Bulletin

PRELIMINARY INFORMATION

Subject: OnStar Bluetooth Option Availability

Models: 2008 - 2017 GM Passenger Car and Light Duty Trucks
With Gen8, Gen9, or Gen10 OnStar

This PI was superseded to update model years and recommended field. Please discard PIT4733J.

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

Condition/Concern

Some customers may inquire as to the availability of OnStar Bluetooth on their GM Vehicle.

Recommendation/Instructions

General Motors introduction of Bluetooth capable vehicles utilizing the OnStar system began on the 2008 Cadillac CTS models built after April 21st. Many 2009 and later GM vehicles are now Bluetooth capable.

The OnStar Bluetooth option can be verified by the RPO code. Vehicles with RPO UPF or UWE offer Bluetooth through the OnStar system.

Note: The 2009-2011 Cadillac STS with Non-NAV radio (RPO YQ1 or YQ2) have a Bluetooth system that is part of the OnStar GEN8 VCIM. RPO UPF will NOT be shown in the build sheet. Phone compatibility and programming assistance for the OnStar® based system can be found at www.onstar.com/web/bluetooth.

For all vehicles with the OnStar based Bluetooth go to www.onstar.com/web/bluetooth or contact GM Customer Assistance Center for information regarding compatible cellular handsets, procedures for "pairing" a handset to the vehicle's Bluetooth function, and any system operation questions.

Important: ALL Bluetooth related concerns should be first addressed through the GM Customer Assistance Center.

If a concern is still present after reviewing with the GM Customer Assistance Center, dealers should record the following information before contacting GM Technical Assistance (GMTAC):

1. Model of phone used (i/e: LG enV VX9900). Record make, model, and carrier (i/e: Verizon, AT&T, etc.) of any phones used during testing.
2. If the customer's phone(s) were tried in another vehicle to compare operation, and record the following:
 - 1. Make:
 - 2. Model:
 - 3. Year:
 - 4. VCIM Station ID:

Furthermore, EL-50334-20 Multi-Media Interface Tester (MIT) can be used for diagnosing Bluetooth concerns.

Note: Some vehicles offer Bluetooth through the radio or entertainment system such as the 2009-2011 Cadillac STS with Nav radio RPO UPF. Please refer to the Owner's Manual or Navigation Radio Supplement for Bluetooth system programming and operation.

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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