Bulletin No.: PIT5384C
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Preliminary Information

PIT5384C Gen10 OnStar WIFI Inoperative Or WIFI Connection Concerns

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
All	All	2015 - 2018	All	All*see note	All	All

Note: Equipped with OnStar 4GLTE Gen10 WIFI (RPO VV4)

Supersession Statement:
This PI was superseded to update Model Years. Please discard PIT5384B.

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, they are unable to connect to WIFI, or that it drops the WIFI connection.

Recommendations / Instructions

Please attempt to duplicate the customers concern, 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.

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