Service Bulletin

TECHNICAL

Subject: Wi-Fi Hotspot and/or Data Sharing Feature Not Working Once it is Turned On

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Sonic, Trax	2018	2018				
GMC	Terrain						

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with RADIO-INFOTAINMENT SYSTEM - 3.X LOW HMI, MIDLEVEL CONNECTIVITY 3.X (RPO IOR)
Condition	Some customers may comment that the Wi-Fi hotspot is turned on but the connected device(s) does not work. 4846535

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There are two settings icons that have to be toggled (switched) "on" to "green" to enable Wi-Fi: hotspot and share hotspot data.

Note: The Hot Spot feature in the vehicle comes in the off state from the factory.

Cause	This is design intent for Radios with software level prior to 131.155.
Correction	**Note:** Radios built with software level 131.155 or higher have both switches on by default. Radios with software level prior to 131.155 will need to toggle **BOTH** switches on, the Wi-Fi hotspot and hotspot data on the display.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3480568*	Syncing WIFI Hotspot	0.2 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	3
Modified	November 16, 2017 – Added a Note, updated the Correction and changed the Warranty statement. March 08, 2018 – Added software level breakpoint.