

Service Bulletin

File in Section:

Bulletin No.: 17-NA-238

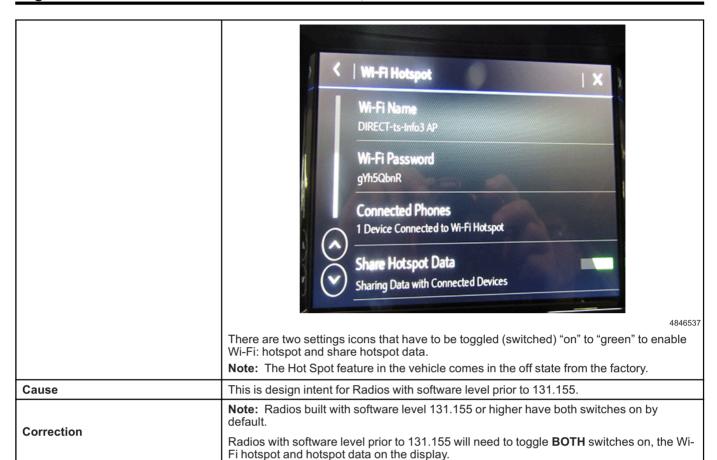
Date: March, 2018

TECHNICAL

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

| Brand: | Model: | Model Year: | | VIN: | | Engino | Transmission: |
|-----------|-------------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | Engine: | |
| 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. Wi-Fi Hotspot Wi-Fi Services Wireless Access to - Wi-Fi Hotspot Wi-Fi Name DIRECT-ts-Info3 AP Wi-Fi Password gYh5QbnR Connected Phones 1 Device Connected to Wi-Fi Hotspot | | |
| | 4846535 | | |



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. |