



# Service Bulletin

File in Section: -

Bulletin No.: 18-NA-283

Date: September, 2018

## TECHNICAL

**Subject: Wi-Fi Hotspot Displays myCadillac for SSID Name**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado	2019	2019			All	All
	Equinox	2019	2019				
	Silverado 1500 (New Model)	2019	2019				
	Volt	2019	2019				
GMC	Canyon	2019	2019				
	Sierra 1500 (New Model)	2019	2019				
	Terrain	2019	2019				

<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Additional Options (RPOs)</b>	IOS, IOT or IOU
<b>Condition</b>	Some customers may comment that their Wi-Fi Hotspot SSID name displays myCadillac in the radio and/or myBrand app of certain Chevrolet or GMC vehicles.
<b>Cause</b>	The cause of this condition may be that the radio did not read the correct calibration data when the MEC was set to 0 during assembly.
<b>Correction</b>	Change the SSID name to the appropriate myBrand name (e.g. myChevrolet or MyGMC) or to an SSID name that the customer requests using the Service Procedure below.

**Note:** While the correction listed is expected to be long-lasting, engineering is working on a solution to prevent this from occurring in the future.

### Service Procedure

1. Select Home > Settings > Wi-Fi Hotspot > Wi-Fi Name.
2. Change the Wi-Fi Name to either the appropriate myBrand name (e.g. myChevrolet or myGMC); or to the customer's desired SSID name, if it meets the name criteria explained on-screen.

### 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
3480978*	Change Wi-Fi Hotspot Name	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

<b>Version</b>	1
<b>Modified</b>	Released September 18, 2018

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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