



## Preliminary Information

### PIC6444 Unable To Use WI-FI - Access Apps & Personalization Features

#### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	CT4	2021	All	All	All	All
Cadillac	CT5	2021	All	All	All	All
Cadillac	Escalade	2021	All	All	All	All
Cadillac	Escalade ESV	2021	All	All	All	All
Cadillac	XT4	2021	All	All	All	All
Cadillac	XT5	2021	All	All	All	All
Cadillac	XT6	2021	All	All	All	All
Chevrolet	Blazer	2021	All	All	All	All
Chevrolet	Corvette	2021	All	All	All	All
Chevrolet	Malibu	2021	All	All	All	All
Chevrolet	Silverado	2021	All	All	All	All
Chevrolet	Suburban	2021	All	All	All	All
Chevrolet	Tahoe	2021	All	All	All	All
GMC	Acadia	2021	All	All	All	All
GMC	Sierra	2021	All	All	All	All
GMC	Yukon	2021	All	All	All	All
GMC	Yukon XL	2021	All	All	All	All

Involved Region or Country	Middle East
Additional Options (RPO)	UE1
Condition	<p>Some customers may comment that they are unable to use Wi-Fi, access embedded apps and personalization features in the radio.</p> <p>The Emergency (e-Call) function is still operational.</p> <p>Upon sale of the vehicle, the module is expected to obtain a "Local" profile and cellular number for use.</p> <p>The module could lock up during the transition from the factory default "Bootstrap" profile to "Local" profile.</p> <p>In rare instances the module is unable to recover nor revert to the "Bootstrap" profile.</p> <p>An over the air (OTA) fix is being released through the local cellular network.</p> <p>If the OTA update is unsuccessful due to the module already being locked up, then this service bulletin will need to be applied to remedy the customer concerns.</p>
Cause	This condition may be caused by a software anomaly with the eSIM operating system.

#### Correction:

Replace the Communication Interface Module / Telematic Control Module.

#### Service Procedure

- Press the OnStar blue button to request the OnStar advisor confirm the SIM profile swap status.
  - If the SIM status is 'Local' profile then stop, this bulletin does not apply. Refer to SI for diagnosis of the customer concern.
  - If the SIM status is 'Bootstrap' profile proceed to step 2.

**Note: The component name of the OnStar module varies by vehicle model. It is called either a Communication Interface Module or Telematic Control Module.**

Replace the Communication Interface Module / Telematic Control Module. Refer to *Communication Interface Module Replacement* or *Telematic Control Module Replacement* in SI.

#### Warranty Information

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

Labor Operation	Description	Labor Time
3487368	Communication Interface/Telematic Control Module Replacement	
	Malibu	0.4
	Escalade, XT4, Silverado, Suburban, Tahoe, Sierra , Yukon,	0.5
	XT5, Acadia	0.6
	CT4, CT5, Blazer	0.8
	Corvette	1.5
	XT6	2.0
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	1
Modified	08/18/2021 - Created on.



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