



Preliminary Information

PIT5954C WIFI Hotspot Inoperative And OnStar Red LED And No Button Response After Remote Start With Keyfob

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	XT5	2020	All	All	All	All
Cadillac	XT6	2020	All	All	All	All
Chevrolet	Silverado	2020	All	All	All	All
Chevrolet	Traverse	2020	All	All	All	All
GMC	Sierra	2020	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	UE1, IOS, IOT
Condition	Customers may comment that Wifi Hotspot is inoperative, and the OnStar has a red LED and no button response when using remote start feature from the keyfob.
Cause	Radio software concern.

Correction:

A radio software was released to resolve this concern. Please update the Radio software to U170 or higher.

Do Not replace any parts at this time.

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
3487638*	OnStar LED Red And Wifi Hotspot Inoperative After Remote Vehicle Start	.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	3
Modified	10/7/2022 - Created on. 02/03/2023 - Updated to add 2020 Chevrolet Traverse 04/04/2023 - Updated to add 2020 Cadillac XT5 & XT6 03/01/2024 - Updated to add U170 software resolution



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