



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-239

Date: December, 2017

TECHNICAL

Subject: Information on Enabling 4G LTE Wi-Fi Hotspot on New Vehicle

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick Cadillac Chevrolet GMC	GM Passenger Cars and Trucks	2016	2018			All	All

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPO)	Equipped with 4G LTE Wi-Fi Hotspot - RPO VV4
Condition	On rare occasions, it may be found that the 4G LTE wi-fi hotspot of a new vehicle is not enabled.
Cause	This may be due to a 4G LTE wi-fi hotspot that has not been enabled even though the vehicle is equipped with RPO VV4.

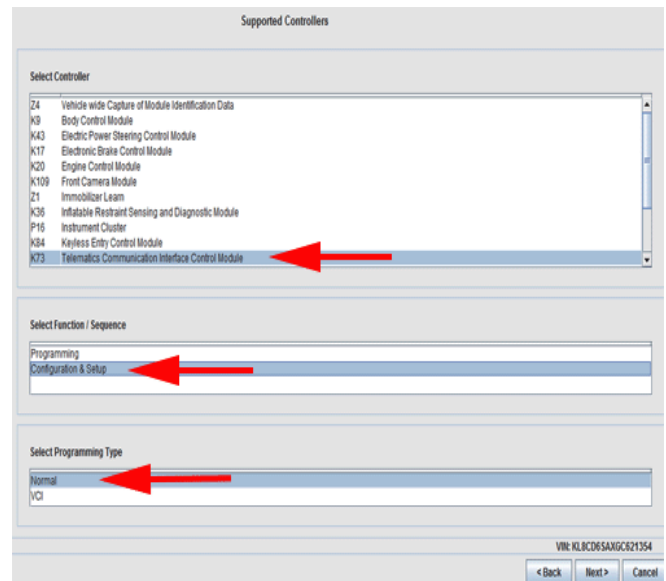
Correction

If you encounter a vehicle with the above concern, customers can do a BBKP (Blue Button Key Press) to contact OnStar and the advisor should be able to activate the wi-fi without a service visit.

If the customer is advised that the vehicle is not equipped with 4G LTE wi-fi even though it is equipped with RPO VV4 and/or the window sticker says it is, next level support/escalation should be requested for further review or they can bring the vehicle to the dealership for activation as well.

Technicians can activate the 4G LTE wi-fi by following the steps below:

1. Attach MDI or MDI2 to vehicle.
2. Open TIS2web and select: J2534 MDI or MDI and Reprogram ECU as the Programming Process.
3. Enter VIN and Select Next.



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Note: 2016 Chevrolet Spark shown, other vehicles similar.

4. As shown above, select K73 Telematics Communication Interface Control Module as the Controller Type, Configuration & Setup as the Function/Sequence, and Normal as the Programming Type before selecting Next.
5. Following remaining TIS2web on-screen instructions to enable Wi-Fi.

6. Once complete, disconnect the negative battery cable.
7. Wait 2 minutes to power cycle the module.
8. Reconnect the negative battery cable.
9. Locate the vehicle's wi-fi hotspot using the customer's device, enter the hotspot password into the device, and re-evaluate wi-fi operation.
10. Advise the customer to change their wi-fi hotspot password.

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
2881098*	Activate the 4G LTE Wi-Fi	0.4 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	3
Modified	August 19, 2016 – Added All Passenger Cars and Trucks to the Models. December 4, 2017 – Added the 2018 Model Year and updated the Warranty statement.

Additional Keywords: Wifi, wireless, internet, 4GLTE

