PRELIMINARY INFORMATION

Subject: Checking Smartphone Bluetooth Software Update Status

Models: 2011-2012 GM Passenger Car and Light Duty Trucks
with Bluetooth Option (RPO UPF or UWE)

> **This PI was superseded to add Volt Firmware information for Canada. Please discard PIC5687B.**

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

A customer may report the Bluetooth link between the mobile phone and the vehicle's audio system may be lost. Furthermore, the customer may inquire on the status of the software update associated with the latest version of PIC5504.

Recommendation/Instructions

General Motors has updated most 2011 & 2012 model year vehicles remotely.

Check the software patch version using GDS2 after 5/19/12 by referencing the new parameter called "Firmware Over-the-Air" which is found in "Telematic Control Module", "identification information". The Tech 2 scan tool with the latest Tech2 software version can also be used to view the "Firmware Over-the-Air" version.

Note: A workaround is available for vehicles that require the Tech 2 to view the Firmware status. Vehicles that use GMLAN communication can be setup in GDS2 as a 2012 Chevy Malibu to view the firmware status. Class 2 vehicles require a call to GM TAC for assistance with checking the firmware status. Firmware Over-the-Air update parameters are listed below.

2011 Vehicles should have "Firmware Over-the-Air" parameter of 6608

2012 Vehicles should have "Firmware Over-the-Air" parameter of 7908

2011 VOLT should have "Firmware Over-the-Air" parameter of 3613, 3614, 3615, F0K, F0L, or F0M

2012 VOLT should have "Firmware Over-the-Air" parameter of 374, 375, G04, or G05

If the vehicle's software has been updated and the customer's issue is not related to this specific Smartphone Link Loss issue. Contact GM Technical Assistance for further support in diagnosing the Bluetooth concern.

If the software patch version is not any of the versions listed above, the vehicle has not been updated with the new patch and a module replacement may be automatically authorized.

Check the Electronic Service Center (ESC) website to determine if a VCIM replacement has already been pre-approved. If it shows pre-approval, there is no need to call GM Technical Assistance to obtain part authorization. The dealer will need to order the VCIM through the ESC.

US dealers will need to contact Autocraft by either their website (www.autocraft.com) or by phone at 800-336-3998. Canadian dealers will need to contact York Electronics by either their website (www.yorkelec.com) or by phone at 888 650-9675.

If the ESC does not show module replacement pre-approval and the software has not been updated, the technician will need to press the blue button and connect to OnStar to determine the disposition of the customer's account.

– If the customer has an active OnStar account, please contact GM Technical Assistance for support with the software update.

– If the customer's OnStar account is not active, please refer to the latest version of PIC5504 for the procedure to set-up a temporary OnStar subscription to have the software patch downloaded remotely.

ADDITIONAL SI KEYWORDS:

PIC5504 PIC5504A PIC5504B PIC5504C PIC5504D

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.