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#08-08-46-001A: Information on Bluetooth Hands-Free Technology (U.S. and Canada Only) - (Mar 11, 2009)



Information On Bluetooth® Hands-Free Technology (U.S. and Canada Only)

Subject:

**Models: 2008-2009 Cadillac CTS, CTS-V
with OnStar® (RPO UE1) and Wireless Interface Short Range,
Voice Rec (Bluetooth Hands-Free Technology) (RPO UPF)**

This bulletin is being revised to update the tool number and website. Please discard Corporate Bulletin Number 08-08-46-001 (Section 08 - Body & Accessories).

Beginning in model year 2009, most General Motors vehicles will have Bluetooth hands-free technology as either standard or optional equipment. Bluetooth is also being included as an interim change on the 2008 CTS. Vehicles equipped with this system can be identified by the option code Wireless Interface Short Range, Voice Rec (RPO UPF) in addition to the OnStar (RPO UE1) option. Bluetooth technology allows customers to use their personal cell phones to make hands-free calls utilizing the vehicle's steering wheel controls, speakers and microphone.

Not all features of the system will be compatible with all cellular phones or all service providers. Check the GM Bluetooth support website located at www.cadillac.com/bluetooth for phone specific compatibility information. This site includes a list of all phones that have been tested for compatibility with the system and details which features are not supported for each phone. It also provides phone specific instructions for interacting with both the cell phone and the Bluetooth system. In the future, this site will be accessible through www.gm.com/bluetooth, as well as through each brand website (i.e. www.pontiac.com/bluetooth, www.chevrolet.com/bluetooth, etc.).

Available Bluetooth Support Resources

- If a customer cannot resolve their concern through the use of the support website, the GM Customer Assistance Center can help with the pairing process and other common concerns. If the customer's phone is not listed on the GM Bluetooth website, support may be limited.
- A TECHAssist Training Module (VCIM Bluetooth® Operation and Diagnosis), course number 19047.16T1, is available on the GM Training website (www.gmtraining.com or www.gmprocanada.com). This course covers the basic operation and diagnosis of the Bluetooth system. There is also a 2008 CTS Bluetooth Launch Sales IDL available to U.S Dealers. course number B60CT.G8D. A Bluetooth Quick Guide tri-fold is available at www.gm.launch.com for additional information.
- A GM Bluetooth Test Tool, part number 503-36586T, is available to verify the VCIM's ability to pair with other Bluetooth enabled devices. This tool can also help diagnose other pairing concerns. It is available through GM Dealer Equipment (www.gmdesolutions.com) or 1-800-GM-TOOLS (1-800-468-6657) Also available in Canada. An approved cell phone listed on the GM Bluetooth support website may also be used for diagnosis. For feature concerns, check the GM Bluetooth support website to ensure that the feature is supported for the customer's phone before attempting to diagnose the customer concern.
- For any hardware concerns not resolved through the GM Bluetooth support website or Customer Assistance Center, dealers will find technician support for Bluetooth related concerns through the General Motors Technical Assistance Center (GM TAC).

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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