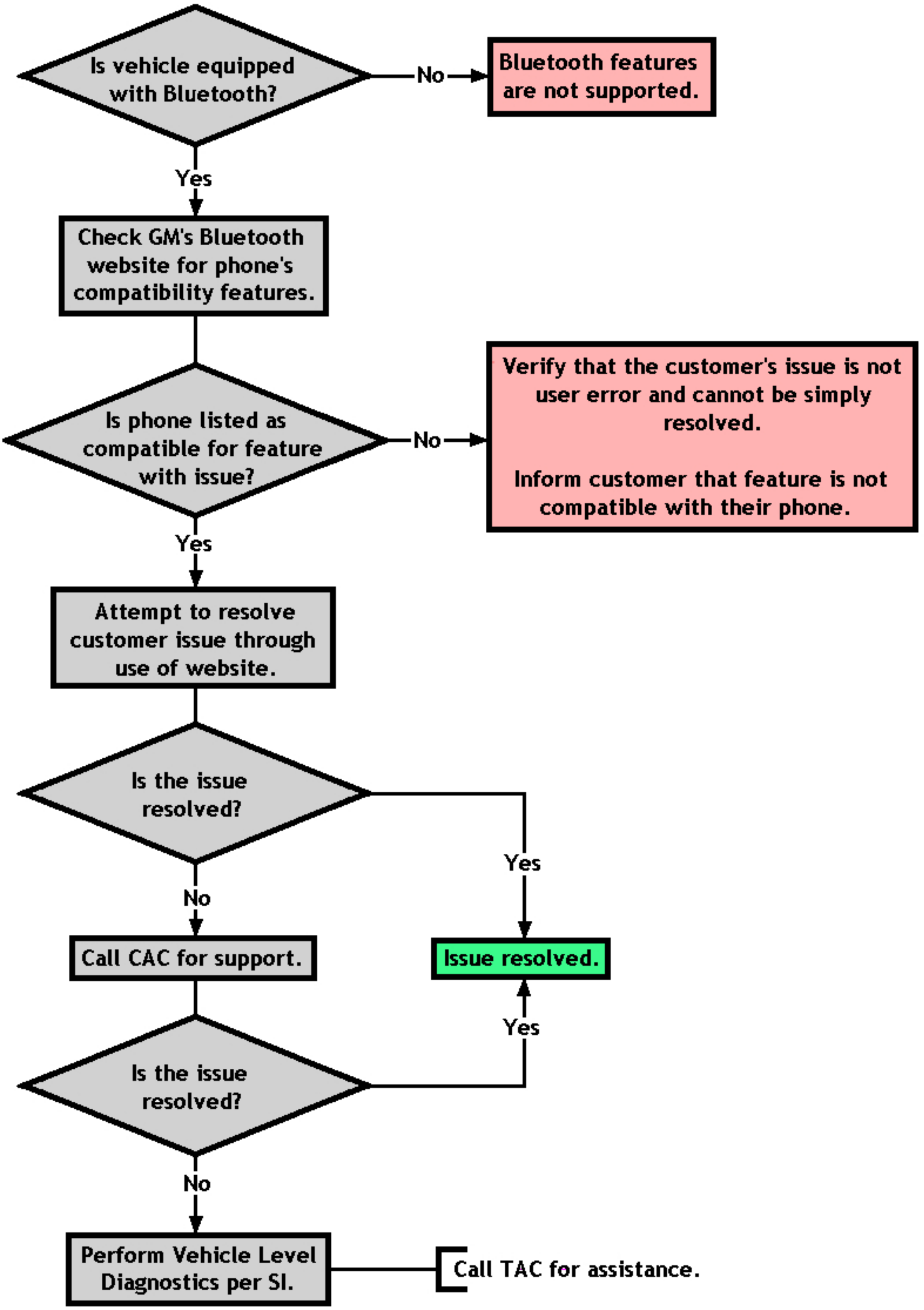
Is vehicle equipped with Bluetooth?
No
Bluetooth features are not supported.
Yes
Check GM's Bluetooth website for phone's compatibility features.
Is phone listed as compatible for feature with issue?
No
Verify that the customer's issue is not user error and cannot be simply resolved.
Inform customer that feature is not compatible with their phone.
Yes
Attempt to resolve customer issue through use of website.
Is the issue resolved?
Yes
No
Call CAC for support.
Issue resolved.
Yes
Is the issue resolved?
No
Perform Vehicle Level Diagnostics per SI.
Call TAC for assistance.