



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Unable to Pair and/or Connect an iPhone to the Radio

**Models:** 2013 Chevrolet Camaro, Cruze, Equinox, Malibu, Volt  
Equipped with Radio RPOs UFU (w/UP9), UHQ (w/UP9)

*This PI was superseded to update model list. Please discard PIC5840.*

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

### Condition/Concern

A customer may comment they are unable to pair and/or connect an Apple iPhone to the vehicle.

### Recommendation/Instructions

Engineering is aware of the concern and is currently working on a resolution with the phone manufacturer. This PI will be updated when further information is available.

### Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

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.

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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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