



# 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*This PI was superseded to add repair information and remove admin details. Please discard PIC5840A.*

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

Reprogram the radio with the latest calibrations in TIS2WEB.

**Note:** This is NOT a USB programming event.

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2810335	Radio Reprogramming with SPS	0.3 hr

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.

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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