

	GROUP Body Electrical	MODEL All Models w/Bluetooth
	NUMBER PS311	DATE April 2014
 		
SUBJECT: BLUETOOTH® ISSUES AFTER SOFTWARE UPDATE		

This article provides information related to customers experiencing concerns with Bluetooth (connecting, phonebook download, etc.) after a head unit software update (through a Service Action or TSB) or after they update the operating system in their phone (such as the recent iOS® 7.1 for Apple® or 4.4 KitKat® for Android®/Samsung Galaxy® products).

The following are suggestions that may help improve Bluetooth concerns after a head unit or phone software update:

- If the head unit has a reset button, reset the head unit.
- Reboot the customer's phone (turn the phone off and back on or remove the battery in some models, such as Blackberry® phones, for 2 minutes). Delete the phone from the head unit and the head unit from the phone. Re-pair the phone.
- Has the customer accepted all requests on their phone for contact download and for future connections. This is required on Android, Blackberry and other phones. On phones such as iPhones the "Sync Contacts" must be turned on.
- Some of the recent phone software upgrades result in a change to the default contact list and customers with multiple contacts lists (such as from web based e-mail services or social networks) in their phones, may experience an issue with the contacts download feature. If this occurs, check the customers contact default (on some phones it is called a "group") and ensure that ONLY the phone contact list is selected at the time of download.

Note: The head unit will simply display the contacts as they are sent or supplied by the phone through Bluetooth. Many contact download issues are caused by the phone and not the head unit.

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