



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Bluetooth Connection Issues Between Samsung Galaxy S III And Vehicle Radio

**Models:** 2013 Buick LaCrosse, Regal  
2013 -14 Buick Encore, Verano  
2013 -14 Chevrolet Camaro, Cruze, Equinox, Malibu, Volt  
2013 -14 GMC Terrain  
Equipped with an IntelliLink/MyLink Radio (RPO UFU w/UP9 or UHQ)

*This PI was superseded to update remove Administrative Details. Please discard PIC5901.*

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

### Condition/Concern

A customer may comment that his/her Samsung Galaxy S III exhibits the following condition(s):

- Does not connect to the vehicle
- Loses Bluetooth connection to the vehicle

### Recommendation/Instructions

The issue can be resolved by updating the phone to the latest Android system software which begins with 4.4. Advise the customer to check that they have the latest software version available installed on their phone. Once the phone is updated, it is necessary to delete the phone from the Bluetooth Device List in the radio and delete the radio from the Bluetooth paired device from the phone. Once that is completed, the phone and radio can be paired once again.

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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