



Service Bulletin

File in Section: -

Bulletin No.: PI1218B

Date: November, 2014

PRELIMINARY INFORMATION

Subject: Radio Does Not Automatically Re-pair iPhone and iPhone Deleted from Device List

Models: 2013 Buick LaCrosse, Regal
2013-2014 Buick Encore, Verano
2013-2014 Chevrolet Camaro, Cruze, Equinox, Malibu, Orlando (Canada Only), Volt
2013-2014 GMC Terrain
Equipped with RPO UFU (w/UP9), UHK, UFW, UHR, UHJ, UFF or UHQ

This PI has been revised to update the Condition/Concerns and Recommendation/Instructions. Please discard PI1218A.

Condition/Concern

Some customers may comment that after pairing their iPhone to the radio, the phone does not automatically re-pair and is no longer shown in the radio's "Device List" and/or the following conditions:

- Car kit displays "No Service" for cellular radio.
- Cannot initiate or answer calls will connected through Bluetooth.
- No call audio over Bluetooth.
- UI displays active call although there are no calls active on the iPhone.

This may be caused by a software anomaly between the radio and iPhone.

Recommendation/Instructions

Engineering is aware of this concern and is working on a solution. In the meantime, these steps may temporarily resolve the customer's concern.

The following is from Apple's Support Website:

If you updated to iOS 8, have iCloud turned on, and are using Bluetooth, you might experience these symptoms:

- Can't connect to a Bluetooth accessory, like a car kit, car stereo, or headset.
- Can't make or receive phone calls when you're connected to Bluetooth.
- Can't hear sound clearly when you're on a call with Bluetooth.

To resolve the issue, you'll need to first sign in to iCloud and review your devices:

1. Sign in to iCloud on your iOS devices.
2. On one of your devices, tap Settings>Bluetooth and look under My Devices. You'll see all devices connected to Bluetooth, but make sure that you see your Apple devices that are signed in to iCloud and are using iOS 8.
3. Sign out of your iCloud account from any of the devices that you don't want to use. To sign out of iCloud on an iOS device, tap Settings>iCloud>Sign Out.

Then, remove any inactive devices from iCloud:

1. Sign in to iCloud.com.
2. Select Find My iPhone.
3. Select any devices that aren't active anymore.
4. Wait for Find My iPhone to stop trying to find the inactive device.
5. You should see the option to remove this device from your account. Select it to remove it from the device.

After following the steps above, restart the device with the issue. Then try to use it with your Bluetooth accessory. This information may be found at <http://support.apple.com/kb/ht6473>.

If you can't use a Bluetooth accessory or car kit, you might need to follow a few extra steps to use your iPhone or iPad with a Bluetooth accessory, like a car kit or headset.

Confirm that the phone is no longer shown in the radio's "Device List" by selecting:

- CONFIG
- Phone Settings
- Device List

If the phone is no longer listed, completely un-pair the radio and phone connection and re-establish pairing. If the customer's phone is not currently available, provide the customer with a copy of this PI to assist them with completing the steps below.

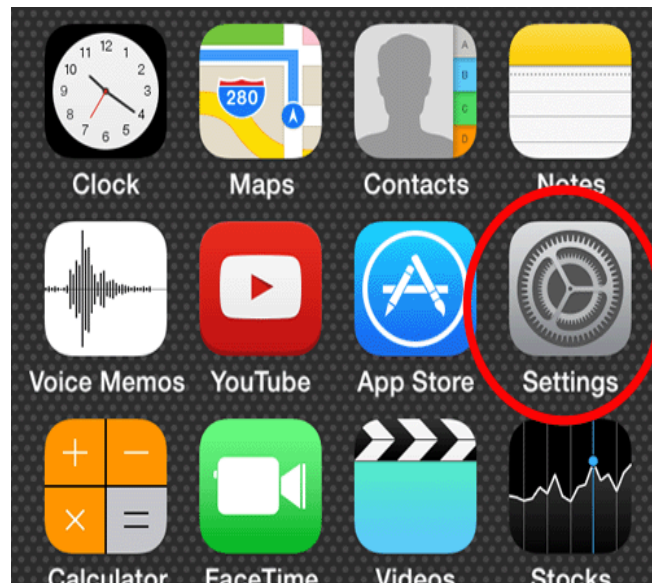
Important: Before performing the radio reset, inform the customer that all of their radio data will be deleted or set to the factory default; this includes all paired devices, radio settings and presets.

To perform Clear and Reset on the radio:

- CONFIG
- Radio Menu
- Software Version Menu
- Clear and Reset Radio Software

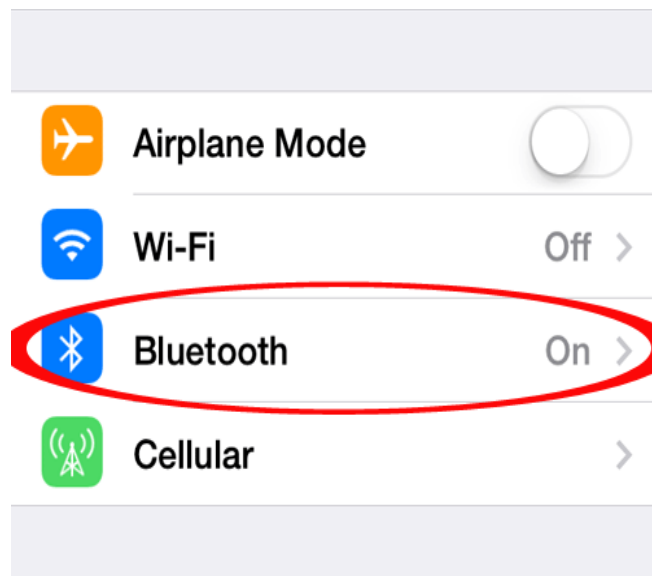
To delete radio from the iPhone Device List:

Iphone 5 with IOS 7 shown for example. Other versions may vary.



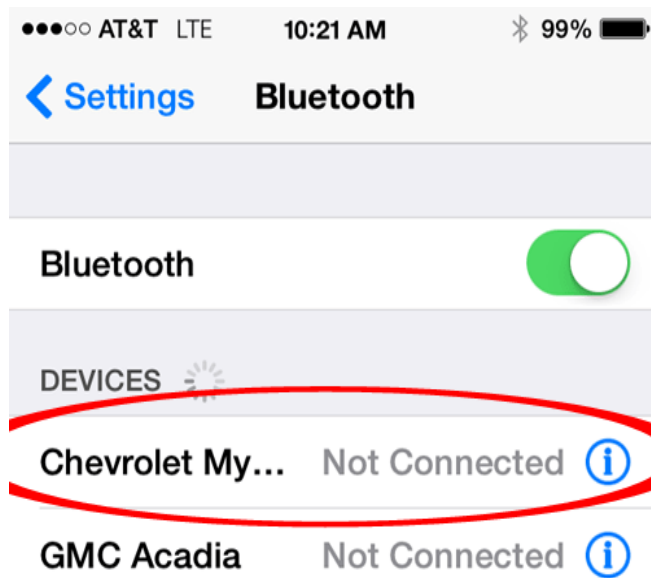
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- Settings



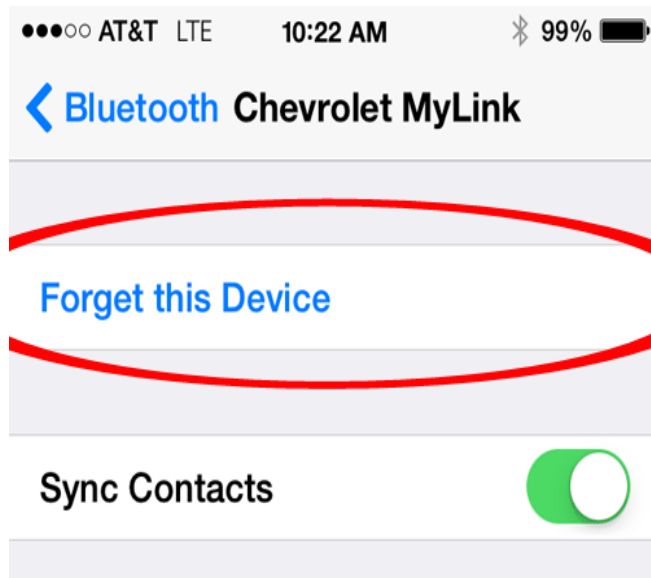
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- Bluetooth

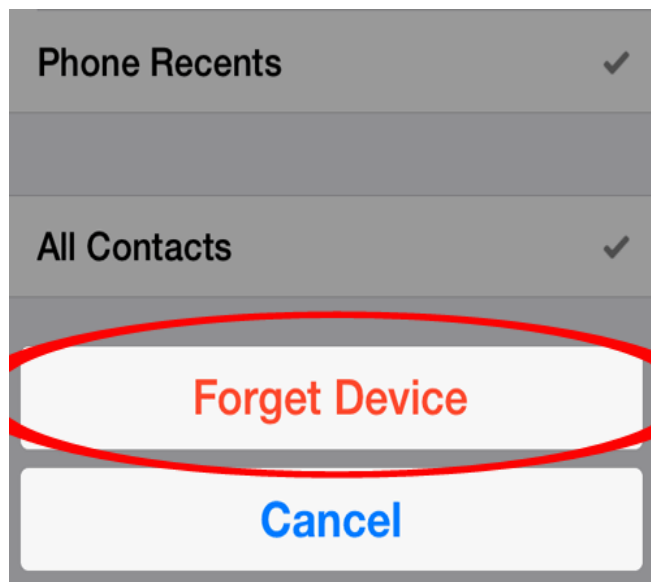


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- Touch the icon next to the desired device.

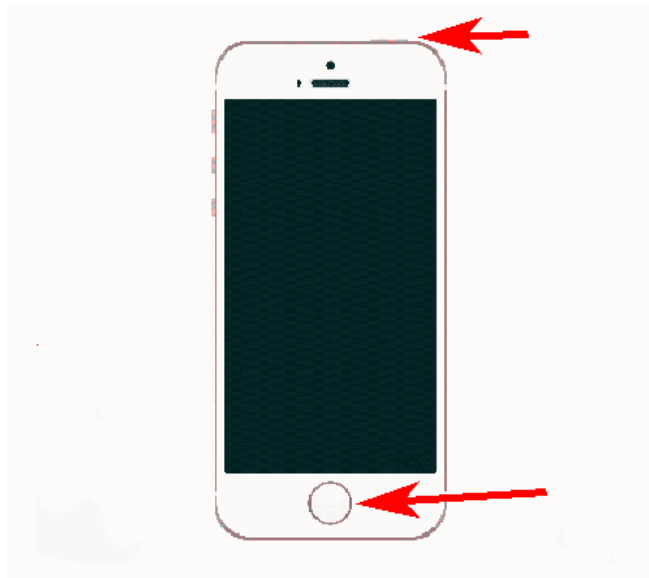


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- Touch “Forget Device.”



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- Perform a “soft reset” on the iPhone by holding the Home and the Sleep/Wake buttons simultaneously for 10-20 seconds.
- Confirm the device was completely removed.

Perform a new Bluetooth connection with the radio and the phone.

If this condition persists, gather the following information and contact TAC:

- What brand and model of device is being used?
- Which service provider does the customer’s device use?
- What software version is installed on the device?
- What was the battery level on the phone when the concern was noted?
- Was Bluetooth turned ON and Airplane mode turned OFF on the phone?

Once this information is documented, ensure the phone and radio are at the latest software levels and do a device reset on the phone.

Important: Do not replace the radio for this issue.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3480098*	Perform Factory Reset on Radio and iPhone	0.3 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		