



Service Bulletin

File in Section: -

Bulletin No.: PI1218

Date: April, 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

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."

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

Recommendation/Instructions

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, gather the following information and include on the repair order:

- 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 warranty, use:

Labor Operation	Description	Labor Time
3429969	Customer Concern Not Duplicated (CCND) - Entertainment/Radio/Navigation/USB/Bluetooth	Use Published Labor Operation Time