



Service Bulletin

File in Section: -

Bulletin No.: P11218A

Date: August, 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 Recommendation/Instructions. Please discard P11218.

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, completely un-pair the radio and phone connection and re-establishing 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.

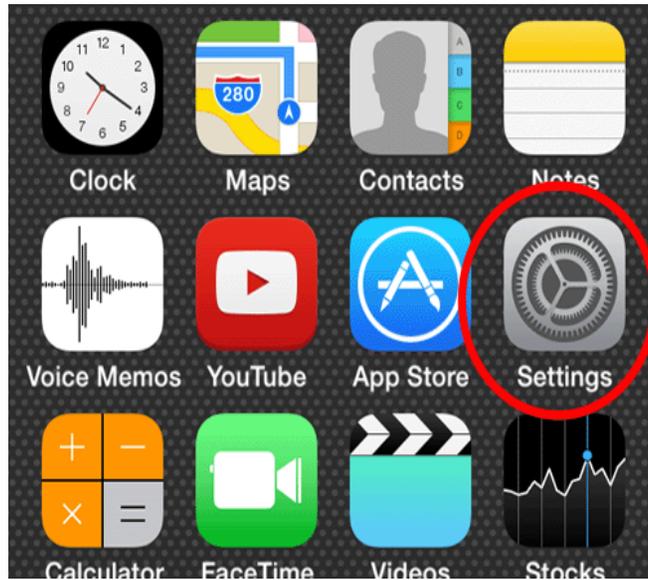
Important: Before performing the radio reset, inform the customer that all of their radio data will be deleted or set to the factory default; this includes all paired devices, radio settings and presets.

To perform Clear and Reset on the radio:

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

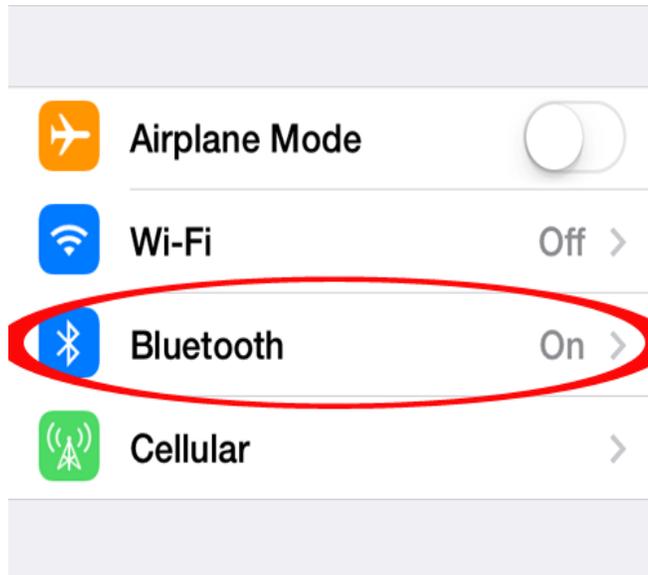
To delete radio from the iPhone Device List:

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



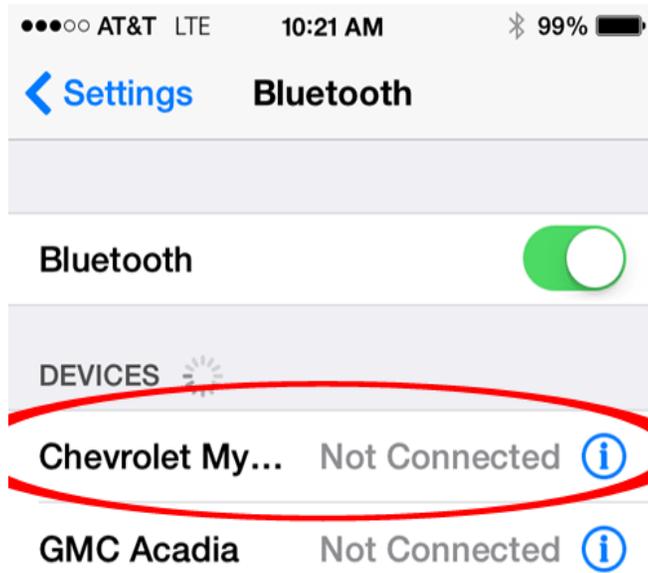
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- Settings



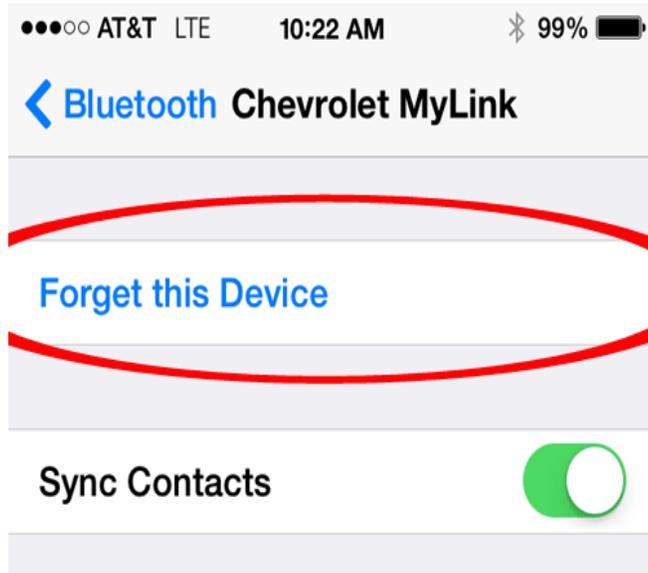
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- Bluetooth

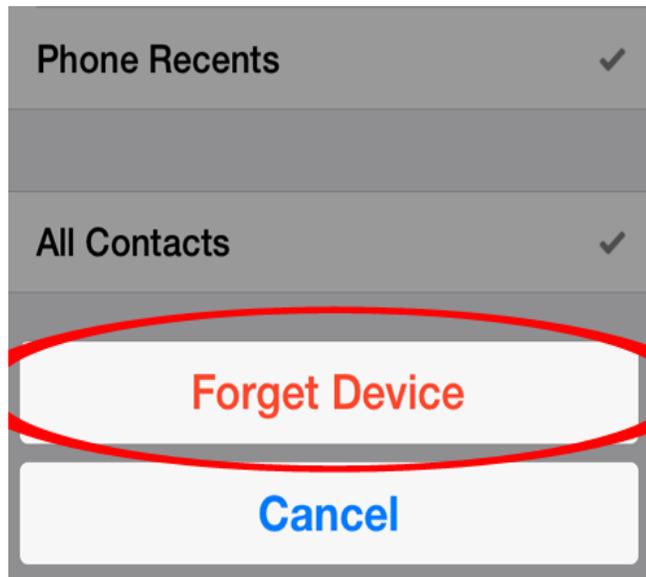


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- Touch the icon next to the desired device.

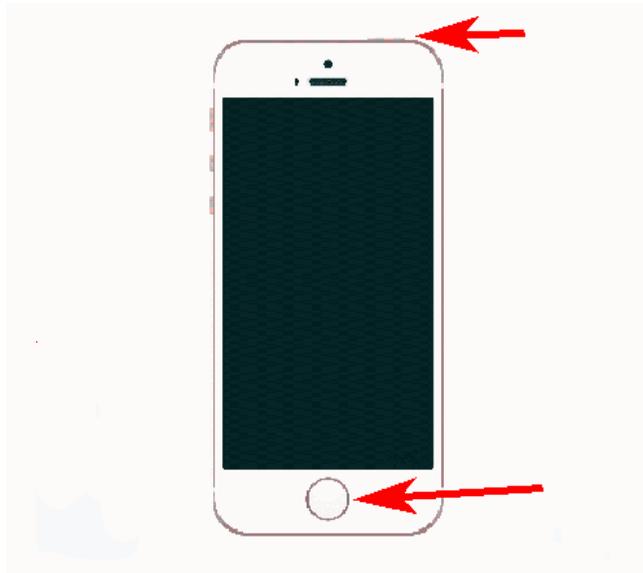


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- Touch “Forget Device”.



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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 warranty, use:

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.