



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip: Phone Losing Pairing With Radio

Models: 2014-2015 Buick LaCrosse
2013-2015 Cadillac ATS, SRX, XTS
2014-2015 Cadillac CTS (A body), ELR
2015 Cadillac Escalade, ESV
2014-2015 Chevrolet Corvette
2014 Chevrolet Silverado (LD)
2015 Chevrolet Suburban, Tahoe, Silverado
2015 GMC Sierra, Yukon

Condition/Concern

Customers may state that their iPhone is no longer paired with the vehicle after an ignition cycle. This may be caused by a software anomaly between the radio and iPhone.

Recommendation/Instructions

Completely un-pair the radio and phone connection, then 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:

1. To delete radio from iPhone Device List:
Settings
Bluetooth
Touch the icon next to the desired device
Touch "Forget Device"
Perform "Soft Reset" on iPhone by holding the Home and Sleep/Wake buttons simultaneously for 10-20 seconds
Confirm the device was completely removed
2. To ensure the phone is deleted from the radio's device list:
Press the home icon on the radio controls
Select the phone icon from the home screen
If the suspect iPhone is shown in the device list, delete it by pressing the minus symbol next to the phone listing and then following the on screen instruction to delete the device from the list
3. Now perform new Bluetooth connection with the radio and the phone.

Important: Do not replace any parts for this issue.

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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