



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip-Apple Devices Inoperative Or Freezing

Models: 2012-2013 Buick LaCrosse, Regal
2013-2015 Buick Encore, Verano
2012-2015 Chevrolet Equinox, Volt, Malibu
2013-2015 Chevrolet Camaro, Cruze
2012-2015 GMC Terrain
Equipped with Radio RPOs UFU, UP9, or UHQ

Condition/Concern

A customer may state that their Apple device is inoperative or freezing when using the device via USB cable after an IOS8.x.x update.

Recommendation/Instructions

Please do not replace the radio for this concern. Delete the radio from the phone and the phone from the radio. Also close out all apps on the Device if it is an iPhone using the procedure listed below. Normal operation should resume after following these procedures

- Remove vehicle from BT list on phone
- Remove phone from Device list on radio
- Close all apps, and background apps on phone
- Do a power-down and power-up on phone

To delete radio from the iPhone Device List:Settings>> Bluetooth>> Touch the icon next to the desired device>> Touch "Forget Device".

To close all background apps on an iPhone:double press the home button>>swipe the app screen up to close it, do this for all apps until just the main page is shown.

After clearing the Pairing and closing the apps (if applicable), Perform a "soft reset" on the iPhone by holding the power button for 3-5 seconds, then "slide to power off" the phone. Confirm the device has completely powered off. Turn back on and repair phone to vehicle.

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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