



Service Bulletin

PRELIMINARY INFORMATION

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

Models: 2014-2015 Buick Encore, Verano
2013-2015 Chevrolet Camaro, Cruze, Equinox, Malibu, Orlando (Canada Only), Volt
2014-2015 GMC Terrain
Equipped with RPO UFU (w/UP9), UHK, UFW, UHR, UHJ, UFF or UHQ

Attention: This PI also applies to any of the above models that may be Export vehicles.

This PI has been revised to update the Model Years, Condition/Concerns and Recommendation/Instructions. Please discard PI1218B.

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 while 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

If after performing the instructions in this PI there are still issues with the customers device being dropped/removed from the vehicles paired devices list, refer to the latest version of PIC6077 for further instructions.

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>. For Canadian French this is found at <http://support.apple.com/fr-ca/ht203076>.

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.

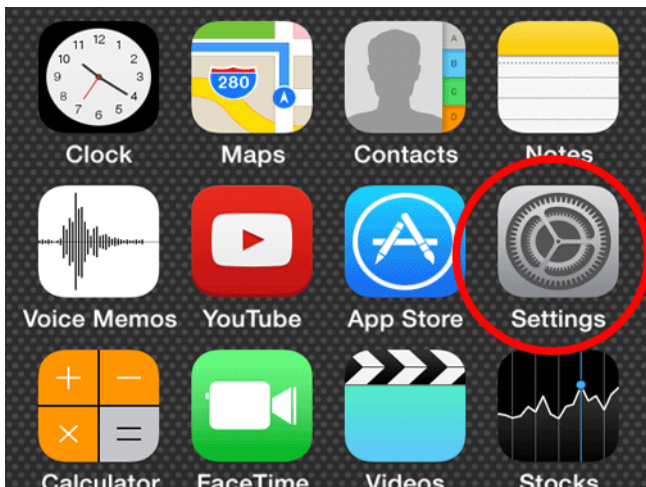
Important: Before performing the radio reset, inform the customer that all of their radio data will be deleted or set to the factory default; this includes all paired devices, radio settings and presets.

To perform Clear and Reset on the radio:

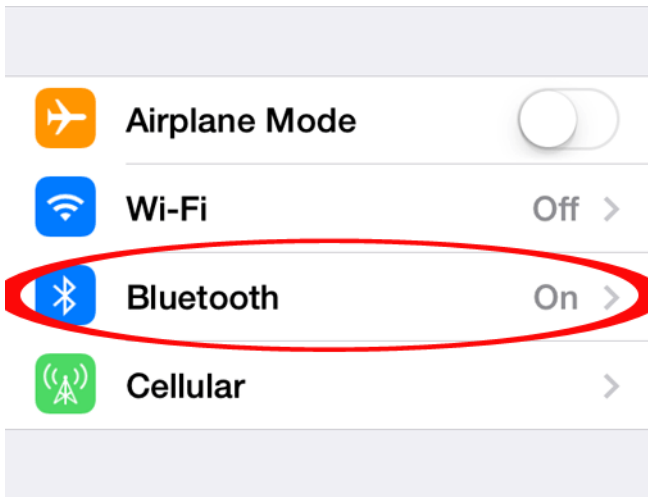
- CONFIG
- Radio Menu
- Software Version Menu
- Clear and Reset Radio Software

To delete radio from the iPhone Device List:

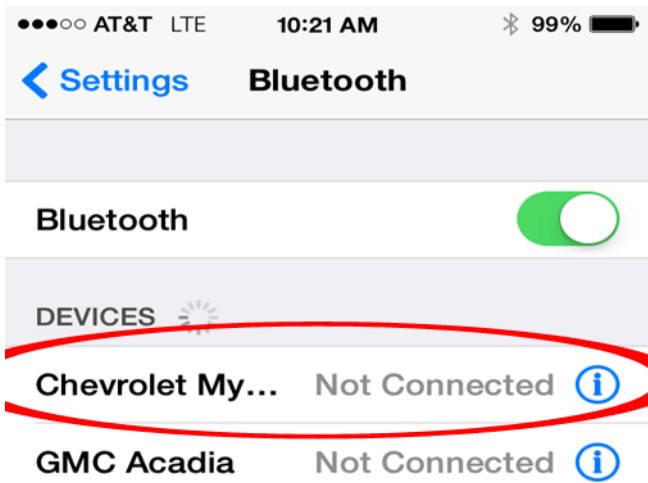
iPhone 5 with IOS 7 shown for example. Other versions may vary.



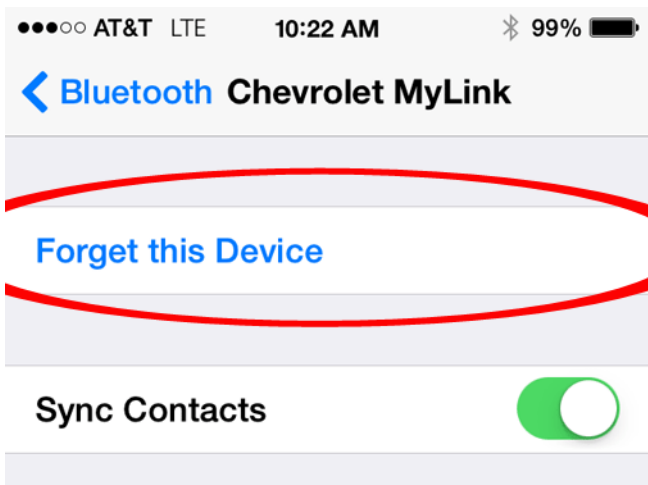
- Settings

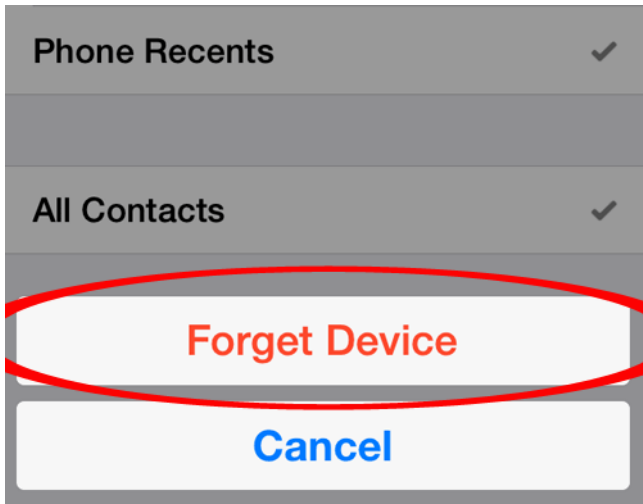


- Bluetooth

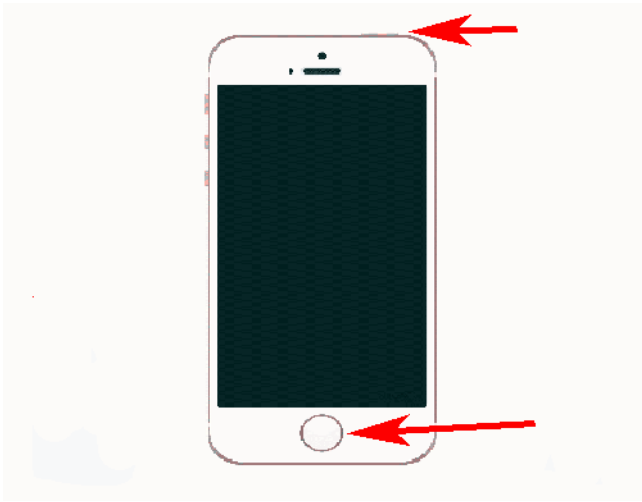


- Touch the icon next to the desired device.





- Touch “Forget Device.”



- 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.

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.		

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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