



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Aid-Phone Will Not Connect To Android Auto

Models: 2016 All Passenger Cars and Trucks (Excluding Buick Envision, Cadillac SRX)
Equipped with Radio RPO IOA, IOB, I05 or I06

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

A customer may state that their phone will not connect to Android Auto.

This may be caused by the latest Android update (Marshmallow 6.0) from Verizon.

With the update, the Android phone will now default to "charge only" when plugged into a USB port.

Recommendation/Instructions

When a phone is plugged into a vehicle, the correct connection type will have to be selected in order for the infotainment system and phone to be able to transfer data.

By default, the phone will be in USB charging only mode.

This means no data is going back and forth between your phone and your vehicles USB port, and the phone is able to use the connection to charge only.

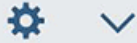
When the phone is plugged in, "Transfer Files (MTP)" will need to be selected.

This will allow the transfer of data to and from the phone allowing Android Auto to function.

Make sure the customer is parked and in a safe location prior to assisting.

1. Have the customer connect their device to the vehicle's USB port.
2. On the device, swipe down to from the top of the screen to display the Notification Panel (the list may automatically be displayed on some devices when plugged in via USB)
3. Select the "Connected for Charging" notification.

1:59 PM Wed, April 20



Wi-Fi
TeletranOne



Bluetooth



Sound



Auto rotate



Wi-Fi Calling



Auto

Quick connect

Tap here to connect devices



Connected for charging

Touch for other USB options.



Device charging slowly

To charge faster, use the original charger. Charging: 97..

NOTIFICATION SETTINGS



Phone



Internet



Messages

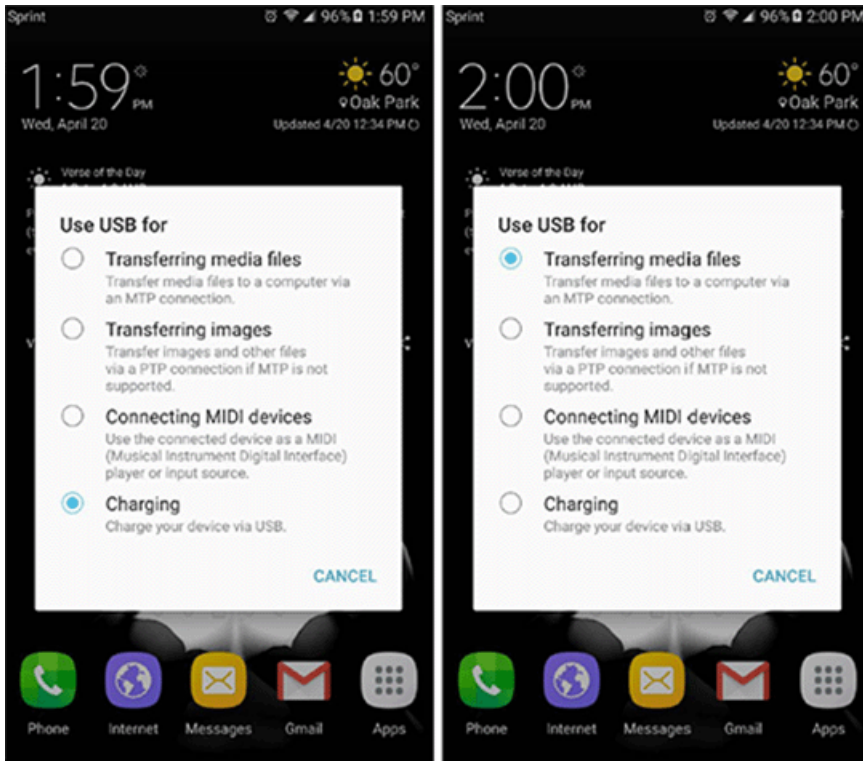


Gmail



Apps

Sprint



The customer may need to perform these again to get the desired feature to work.

Assure them that this is not an issue with their vehicle's radio. Verizon and Google are working on a solution.

If needed, you may refer the customer to this article, <https://support.google.com/androidauto/answer/6395843>

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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