



Service Bulletin

PRELIMINARY INFORMATION

Subject: Incoming Bluetooth Calls Cannot Be heard Through Vehicle Audio System

Brand:	Model:	Model Year:		VIN:		Engine:	Radio RPOs:
		from	to	from	to		
Buick	Encore	2013	2016	All	All	All	UFW, UHQ, UHK, UHR, UP9, or UHJ
Buick	Verano	2013	2017	All	All	All	UFW, UHQ, UHK, UHR, UP9, or UHJ
Buick	Cascada	2016	2017	All	All	All	UFW, UHQ, UHK, UHR, UP9, or UHJ
Buick	Regal	2012	2013	All	All	All	UFW, UHQ, UHK, UHR, UP9, or UHJ
Buick	Lacrosse	2012	2013	All	All	All	UFW, UHQ, UHK, UHR, UP9, or UHJ
Chevrolet	Camaro	2013	2015	All	All	All	UFW, UHQ, UHK, UHR, UP9, or UHJ
Chevrolet	Caprice PPV	2014	2017	All	All	All	UFW, UHQ, UHK, UHR, UP9, or UHJ
Chevrolet	Cruze	2013	2016	All	All	All	UFW, UHQ, UHK, UHR, UP9, or UHJ
Chevrolet	Equinox	2012	2017	All	All	All	UFW, UHQ, UHK, UHR, UP9, or UHJ
Chevrolet	Malibu	2013	2016	All	All	All	UFW, UHQ, UHK, UHR, UP9, or UHJ
Chevrolet	Malibu Limited	2016	2016	All	All	All	UFW, UHQ, UHK, UHR, UP9, or UHJ
Chevrolet	Orlando	2014	2018	All	All	All	UFW, UHQ, UHK, UHR, UP9, or UHJ

Chevrolet	SS	2014	2017	All	All	All	UFW, UHQ, UHK, UHR, UP9, or UHJ
Chevrolet	Volt	2012	2015	All	All	All	UFW, UHQ, UHK, UHR, UP9, or UHJ
GMC	Terrain	2013	2017	All	All	All	UFW, UHQ, UHK, UHR, UP9, or UHJ

Involved Region or Country	North America and
Additional RPOs	UFW, UHQ, UHK, UHR, UP9, or UHJ
Condition	A customer may comment that an incoming Bluetooth call will ring through the vehicle system, but the call audio can only be heard in the handset
Cause	Incompatibility between iOS 10.X.X and the radio

Correction

This concern seems to only be affecting Apple devices and has been attributed to the iOS 10.X.X update. The issue has been reported to the manufacturer for investigation.

The incoming phone calls can still be transferred to the vehicle's audio system by selecting "transfer call" on the radio display, or (when stopped and safe to do so) by selecting the vehicle on the iPhone.

Note: on some of the 2014 and newer vehicles, the concern can be resolved by updating the radio to the latest software (15-NA-081), performing a clear and reset, and then completing a fresh pair of the iPhone to the vehicle.

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is currently evaluating this concern. This PI will be updated with additional details as they become available.

Version	1
Modified	

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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