



Service Bulletin

TECHNICAL

Subject: Infotainment System Will Not Return to Media After Bluetooth Call Ends

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

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick, Cadillac, Chevrolet, GMC	All GM Passenger Cars and Trucks	2013	2017			All	All

Condition	Some customers may comment that if an iPhone® is paired with the vehicle, and the customer is listening to either AM/FM/XM, etc., and if a Bluetooth function is used (for example: the customer initiates or receives a Bluetooth call, or the customer uses voice-pass through to interact with Siri), the infotainment system will not return to AM/FM/XM, etc., after the Bluetooth® function interaction ends and it will default to the Bluetooth® media source for audio. If music is found on the iPhone, it will start to play. If there is no music on the iPhone®, the infotainment system may state "No Media Found."
Cause	This may be caused by Apple® releasing its 9.2 IOS update to Apple® devices.

Correction

This is not a vehicle concern.

Apple® has currently released its 9.3 IOS update. This should correct the condition.

Please inform the customer to update their device to the latest version of IOS.

Note: To find the software version on an iPhone:

From the Home screen tap **SETTINGS > GENERAL > ABOUT**

Version	2
Modified	March 23, 2016 — Updated Correction due to IOS update release.

Additional Keywords: Phone, Radio, Blue, Tooth, Default, Disconnect, Disconnects

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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