

**HYUNDAI**NEW THINKING.
NEW POSSIBILITIES.

Technical Service Bulletin

GROUP

BODY ELECTRICAL

NUMBER

16-BE-007

DATE

OCTOBER 2016

MODEL(S)

All vehicles**SUBJECT:** MULTIMEDIA TROUBLESHOOTING INFORMATION GUIDE

★ IMPORTANT

Before replacing any radio for a Bluetooth connection/reconnection, Voice Recognition or Multimedia connectivity concern, use this informational guide for analysis.

Always compare the concern with a like vehicle.

DESCRIPTION: This bulletin describes troubleshooting steps that can be used to identify a radio related concern and serves as a guide to aid with connectivity concerns with Hyundai Multimedia systems.



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WARRANTY INFORMATION: Normal warranty applies where applicable.

1. Difficulties Pairing A Phone To A Vehicle

Unable to enter the displayed PIN code?

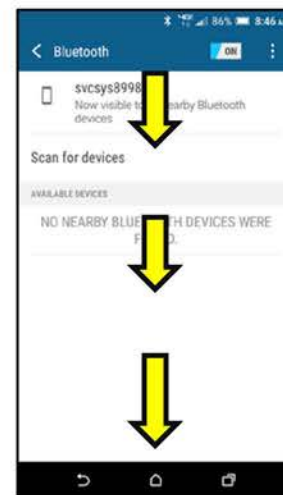
- Verify if there was a software update performed on the vehicle previously.
- Incomplete software updates can negatively affect the Multimedia system and cause modules to behave inconsistently.

Recommendation 1:

Complete all partial software update and then retry phone pairing.

Recommendation 2:

Ensure there are no histories of previously paired phones inside the listed available devices screen. Restart the phone and try to pair again with an empty "Scan for Devices" list.



2. Difficulties Reconnecting/Connecting A Previously Paired Phone To A Radio

Phone does not connect/reconnect?

- Occasionally after updating the phone OS, the previously paired phone will not reconnect to the vehicle.
- Occasionally after adding certain Apps, the phone may not connect/reconnect previously to the radio.

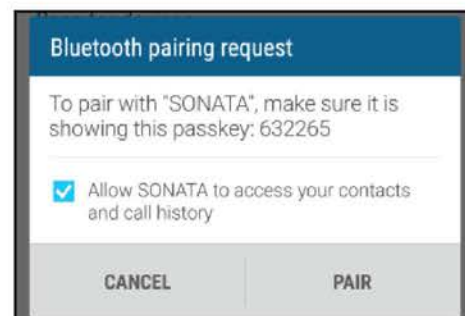
Recommendation 1:

Delete the phone from the radio, then delete the radio from the phone and pair the phone to the vehicle like new.

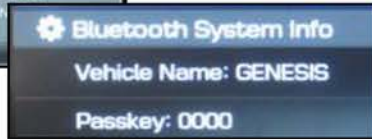
Recommendation 2:

If using an Android Phone, verify the alerts section of the phone and confirm "Do not ask again" or "Trust <Vehicle name>" has been selected.

- If left unconfirmed, the multimedia system will not be allowed to automatically connect/reconnect to the vehicle with each ignition cycle.



3. Unable to Pair Non Smart Phones – No Passkey is Shown on Add New Screen



Important

If the phone does not support Secure Simple Pairing (SSP), the phone will require manual passkey entry "0000" or manual entry of the default Hyundai Passkey located inside the Bluetooth System Info screen to pair the phone.

4. Caller Cannot Hear Receiver (Outside the Vehicle)

Sound is not heard?

- The volume of the radio while an active call is ongoing may be too low.

Recommendation 1:

Adjust the volume of the radio while the call is active using the volume knob.



5. Receiver Cannot Hear Caller (Inside The Vehicle)

Sound is not heard?

- The volume of the radio while an active call is ongoing may be too low.

Recommendation 1:

Adjust the "Outgoing" volume of the radio while the call is active.



6. Call Timer Increments But No Sound Is Heard

Call timer increments with no sound?

- Possible poor phone network connection.

Recommendation 1:

End call, and try again. If issue persists change location and retry the phone call.



7. **Voice Feeds Back Into The Vehicle After Call Connects (Cannot Hear Receiver)**

Voice feeds back into the vehicle?

- Using hands free, the caller inside the vehicle can hear their voice fed back into the cabin of the vehicle.
- Visually the radio appears as if the call has connected to a dialed contact but you cannot hear the receiver although they can hear you.
- Possible poor phone network connection.

Recommendation 1:

End call, and try again. If issue persists change location and retry the phone call.

8. **Difficulties Downloading Contacts From The Phone To The Radio**

Concerns downloading contacts?

- Verify that the contacts are saved on the Phone without any 3rd party App symbols.
- Verify how the contacts were saved to the phone; PC sync, cloud service sync, email sync?
- Verify the contact name is entered without special characters/symbols.
- Occasionally contacts are stored with email addresses, or only a symbol or number. The radio will not download contacts without numbers.

A. **Recommendation 1:**

Phone contacts that will not download into the radio may need to be deleted then entered manually. Download contacts again after the new manually entered phone book contacts has been saved.

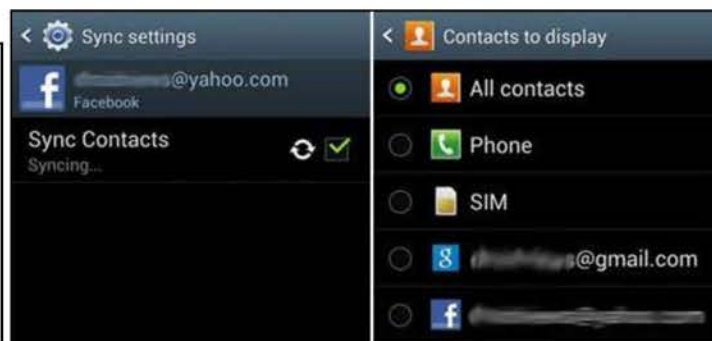
B. **Recommendation 2:**

3rd party App contacts are not a supported and will not be downloaded to the radio. Manually enter and save the contact to the phone or verify with the App supplier they adhere to the mobile device standard (.vcf) vCard File.

NOTICE

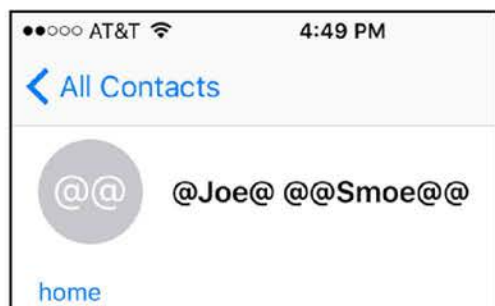
3rd party app contacts sync to be displayed on the phone.

- *Contacts can be displayed on the phone but are not stored on the phone itself. They are displayed for ease of use but cannot be downloaded by the radio.*



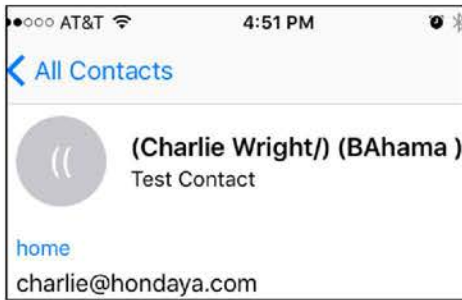
C. **Recommendation 3:**

Remove any special characters in the name field and download the contacts again.



D. Recommendation 4:

Some contacts only have email addresses. These will not be downloaded by the radio. Add valid telephone numbers to the contacts on the phone and then download the phonebook contacts to the vehicle again.

**9.****Voice Recognition Does Not Understand Names And Commands****Difficulties using VR?**

- Verify that the contacts are saved on the Phone without any 3rd party Apps/symbols.
- Verify how the contacts were saved to the phone; PC sync, cloud service sync, email sync?
- Verify the contact name is entered without special characters/symbols.

A. Recommendation 1:

Do not speak directly into the MIC. The MIC is very sensitive and is tuned to recognize a natural indoor level speaking voice.

**B. Recommendation 2:**

Do not elevate your voice or shout commands towards the radio. By facing the radio you increase the distance from the MIC and decrease recognition accuracy.



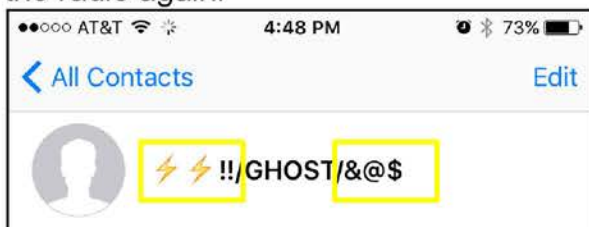
C. **Recommendation 3:**

Give commands towards the steering wheel or windshield using a natural indoor voice.



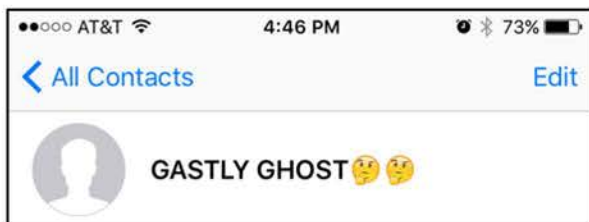
D. **Recommendation 4:**

Remove any special characters in the name field stored in the phone and download the contacts to the radio again.



E. **Recommendation 5:**

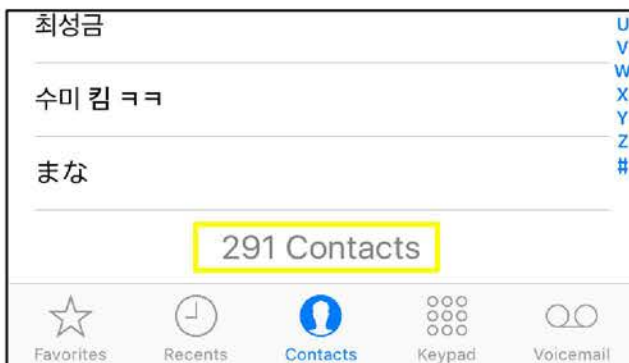
Ensure only the first letter of the first and last names are capitalized. The radio does not accurately support 'ALL CAPITAL' letters for the names of contacts.



F. **Recommendation 6:**

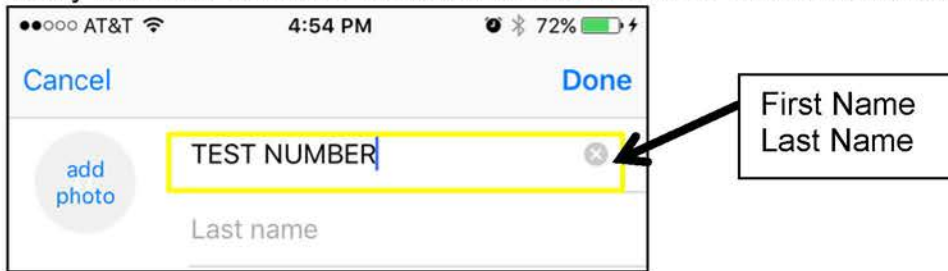
Verify that contacts have been downloaded to the radio and can be seen inside the contacts list inside the radio.

Example below; only Phonebook contacts with valid phone numbers were downloaded to the radio.



G. **Recommendation 7:**

Verify that the First and Last name are not entered inside the same field for iOS devices.



H. **Recommendation 8:**

Voice recognition/commands for contact names stored inside 3rd party Apps will not be recognized by the radio.

Manually save the contact to the phone, re-download the contacts to the radio, and then retry voice recognition.



I. **Recommendation 9:**

Use first and last names when using Voice Recognition to increase recognition accuracy.



J. **Recommendation 10:**

Verify that the name spoken is the name saved inside the contacts list on the phone.



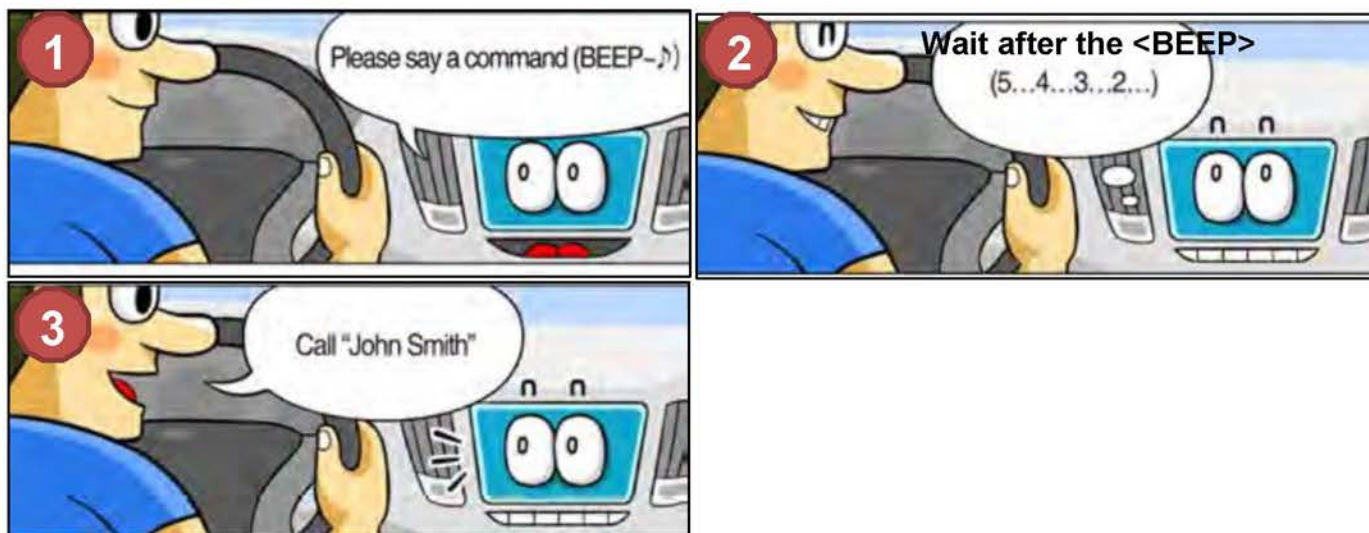
Example

Command given to radio: **Call "MOM"**
Name stored on phone **"Cindy"**

Result: command is never recognized.

K. **Recommendation 11:**

Increase the listening time of the Voice recognition system to improve recognition rate (ie. Wait about 1-2 seconds after hearing the <BEEP> before speaking a command).



10. **Unique Mobile Ring Tone Not Heard**

Unique caller ring tone not heard?

- Not all radios support the unique mobile device ring tone.

Information:

Navigation vehicles and **7 inch Display Audio** vehicles identified with GEN 2 Bluelink or **Premium DIS** Navigation can support unique ring tone playback for incoming calls if turned ON in the radio menu where applicable.

11. **Bluetooth Streaming/iPod Music Does Not Automatically Start**

Music sometimes does not auto play?

- Sometimes the "Resume" message is delayed or not sent by the device to the radio.

Recommendation 1:

Open the music player and press "Play". This is often required if there is a lock screen or if the player was not previously active prior to connection to the vehicle.

Note: iOS devices operate differently than Android devices. Some Android devices may play music automatically once Bluetooth streaming has been selected in the radio media selection screen.



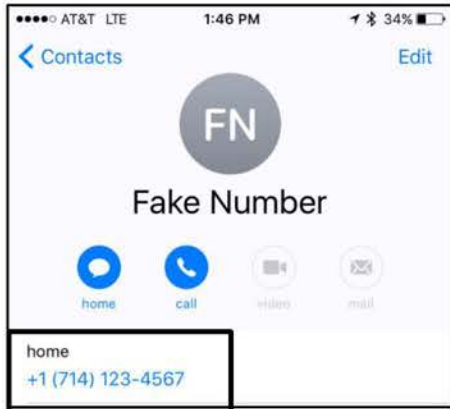
12. Phone Numbers Sometimes Not Displayed Correctly (Instrument Cluster)

Instrument Cluster format mismatch.

- (+1) is sometimes automatically added to an incoming phone number.
- If the number is stored to the phone's address book with the (+1), it can be incorrectly displayed.

Recommendation:

Delete the (+1) and download the phone book again.



Connectivity Concerns (CarPlay, Android Auto, General Connections)

1. **Android Auto / Apple CarPlay Not Launching?**



Confirm Connectivity or Phone Projection settings.

Recommendation:

Press "SETUP" then touch the Connectivity or Phone Projection icon. Confirm that the Android Auto and Apple CarPlay (iOS) setting is set to ON.



2. **Android Auto / Apple CarPlay Not Launching:** Confirm vehicle USB port is functional.



Recommendation:

Insert a USB drive that contains audio files (MP3) then press "MEDIA" then USB Music to play the audio files.



3. **Phone Not Maintaining Charge:** Utilizing other phone features on the phone while Android Auto / Apple CarPlay is active may reduce the battery charging efficiency (i.e. Phone Wi-Fi hotspot, keeping phone screen ON, reading emails, etc.).



Connection, Cable Checks And How to Identify Official Cables

1. **No/Intermittent Connection:**



Recommendation:

Check for poor connections from the:

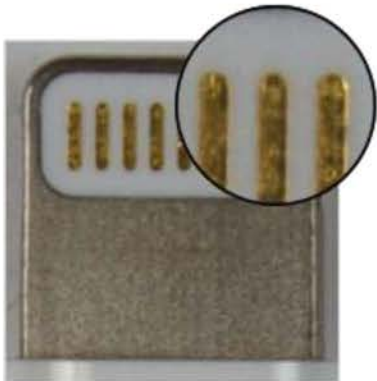
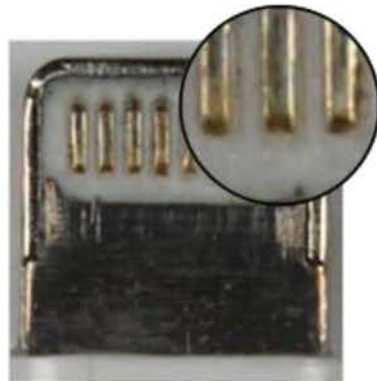
- USB cable to the vehicle USB port (A).
- Connector to the phone (B).



2. **No/Intermittent connection:** Uncertified Lightning to USB cables may cause no/intermittent connections. Below provides ways on how to identify uncertified Lightning cables

NOTICE

Phone call sound quality is highly dependent on the Lightning cable. Using an uncertified cable may result in poor phone call sound quality.

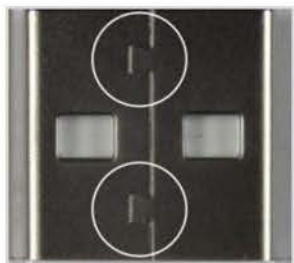
Lightning-Connector End	
Apple Certified Lightning to USB cable	Uncertified Lightning to USB cable
• Single piece • Smooth • Rounded, smooth contacts 	• More than one piece • Rough or inconsistent finish • Squared contacts with an uneven surface 
• Width and length of Apple boot is consistent (7.7 mm x 12 mm) 	• Varying width, length, or thickness 
• Gray/metallic faceplate insert 	• White or black faceplate insert 



USB-Connector End

Apple Certified Lightning to USB cable

- Interlocks on USB shell are trapezoidal
- Interlocks are equally spaced from edge



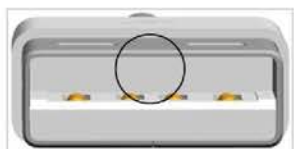
- USB contacts are gold-plated



- USB surface is smooth and consistent
- Surface of USB shell is flat

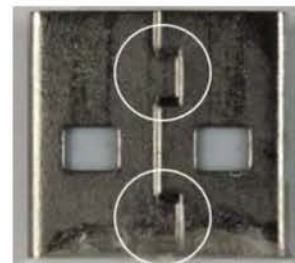


- Surface of the insulator for the USB connection is uniform and flat



Uncertified Lightning to USB cable

- USB shell interlocks have right angles
- Interlocks are inconsistently spaced



- USB contacts are silver-plated



- USB surface is rough or grainy
- Surface of USB shell has a detent or retaining divot



- Insulator for USB connection has notches or indents



3. **No/Intermittent connection:** The integrity of the cable may result in no/intermittent connection. If this condition occurs, use another known good micro-USB/lightning cable to confirm if the condition is not a result of a faulty cable.

Micro (B) - USB Cable	
USB 2.0 	USB 3.0 SS 
	

4. **No/Intermittent connection:** Some micro-USB cables may cause the phone to default to 'Charging Mode'.

Recommendation:

- **USB 3.0:** Using the original cable that came with the phone is recommended; however, using a **USB 3.0** may cause the phone to default to 'Charging Mode', not allowing Android Auto to launch. If this condition occurs,
 - Use a USB 2.0 cable to connect the phone to the vehicle.
 - Swipe down from the top of the screen to view the notification panel.
 - Select the 'Connected as' notification.

Check the 'File transfers / Media device (MTP)' box.



Phone Checks

1. Phone requirements:

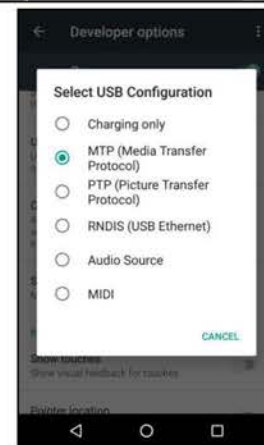
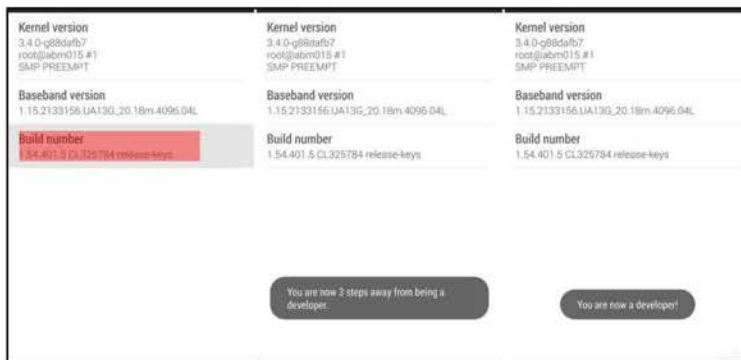


Phone Compatibility	Connection	OS Version	Required Apps	Other
iPhone 5 or above 	Lightning Cable 	Latest iOS	None	- Turn SIRI ON (Settings > SIRI) - Allow CarPlay in Restrictions settings (Settings > General > Restrictions > Allow)
Most Popular Android Phones 	Micro-USB Cable 	Android 5.0 and above	- Android Auto App  - Recommend that ALL apps be to the latest version (Google Play > Apps > Update ALL)	Ensure Location (mode) is set to High Accuracy

2. **Incorrect USB Mode Setting:** Change phone default from Charging to MTP Mode.

**Recommendation:**

- Select 'Settings' icon on the phone.
 - Select 'About phone' menu.
 - Scroll down to the 'Build number' section and tap it (7 or more) times until a 'You are now a developer!' or 'Developer mode has been turned on.' message appears.
 - In the Settings menu, select 'Developer options'.
 - Select 'USB configuration'.
- Select 'MTP (Media Transfer Protocol)'.



APPENDIX: Apple CarPlay Troubleshooting Guide

CATEGORY	SUB-CATEGORY	SYMPTOMS	CORRECTIVE ACTION(S)
Phone	Private / Hands free mode	Incoming call enters to Private Mode after pick-up	This may be a Phone issue. 1) Select Hands free mode on the phone in order to switch from Private to Hands free mode. 2) Press the Phone hard key and touch the 'Hands free' mode icon on the screen to switch to Hands free mode.
Phone	Private / Hands free mode	Call does not switch current call to hands free mode after phone is connected to the vehicle USB port.	This may be a Phone issue. • End current call then connect Phone to vehicle and place phone call again.
Phone	Call switching inoperative	Inability to switch between multiple phone calls. No sound condition may occur.	This may be a Phone issue. • Confirm that phone calls can be switched on 1) the phone. 2) In the OEM Phone screen (Press the 'Phone' hard key and switch between calls on the OEM).
Phone	Poor Phone call sound quality	Poor Phone call sound quality	This may be a Phone/Lightning Cable/Network issue. • Confirm that there is good network. • Check connection points: Lightning cable to vehicle USB port/phone. • Check if sound quality is better in Private mode vs. Hands free mode, if so, recommend checking the Lightning cable quality. • NOTE: Recommend using Lightning cable that came with the phone.
Phone	Sound mixing	Apple CarPlay music does not mute during active Apple CarPlay phone call (Audio overlap).	This may be a Phone issue. • End call then call back caller. If condition persists, end call then lower/mute the music audio volume and call the caller back.
Phone	Incoming call screen not shown on screen	Incoming call screen is not shown on screen when phone is locked.	This is Apple spec. • Unlock phone. • Check the "CarPlay" phone settings: Settings > General > CarPlay > MY CARS > Select the appropriate vehicle > Allow CarPlay While Locked • If condition persists after setting, delete the setting and do the following: 1) Phone Settings > General > CarPlay > MY CARS > Select the appropriate vehicle > Forget This Car. 2) Disconnect then reconnect the phone. 3) Touch "Allow" button of phone pop-up message. "Allow CarPlay with [Car Name] while phone is locked?"

APPENDIX: Apple CarPlay Troubleshooting Guide

CATEGORY	SUB-CATEGORY	SYMPTOMS	CORRECTIVE ACTION(S)
Connection	Apple CarPlay will not launch on the system or reconnect	Apple CarPlay will not launch: • Icon remains inactive (grayed out) • "Phone is not responding..." or "Reading USB..." message on OSD only • After ignition cycle	• Confirm phone compatibility (iPhone5 and above) and phone has the latest iOS version. • Disconnect the phone and confirm Head Unit "Connectivity" Setting is turned ON. If settings are enabled, this may be a Phone/cable issue. Try the following: • Check connection points: Lightning cable to vehicle USB port/phone. • Disconnect then reconnect the phone. • Power the phone OFF then ON. • Check phone's Restrictions setting allows CarPlay (Settings > General > Restrictions > CarPlay > ON) If condition persist, • A Hard Reset may need to be performed on the phone. Press and hold the Home button (big circle below the screen) and the Sleep/Wake button (on top of the iPhone). • Phone/Cable concerns should be handled by the customer/phone manufacturer. • NOTE: Recommend using Lightning cable that came with the phone.
Connection	Intermittent connection	Intermittent phone connection lost	• Disconnect then reconnect the phone. • Check connection points: Lightning cable to vehicle USB port/phone. • Phone/Cable issues should be handled by the customer/phone manufacturer. • NOTE: Recommend using Lightning USB cable that came with the phone.
System	USB disconnection	USB session may unexpectedly disconnect on its own. The top status bar will provide a USB disconnected message	This may be a Phone issue. • Touch the Apple CarPlay icon on the OEM Home and start Apple CarPlay again. • Check connection points: Lightning cable to vehicle USB port/phone. • Disconnect then reconnect the phone. • Power the phone OFF then ON. If condition persists, • A Hard Reset may need to be performed on the phone. Press and hold the Home button (big circle below the screen) and the Sleep/Wake button (on top of the iPhone). • Phone/Cable concerns should be handled by the customer/phone manufacturer. • NOTE: Recommend using Lightning cable that came with the phone.
Controls	STRG Wheel controls inoperative	Does not work: • STRG Wheel Voice Recognition (VR) button • STRG Wheel volume control	• This may be an Apple issue. Confirm if Siri operates by touch. Hold the Apple Home soft key on the Apple CarPlay screen and make a verbal request. • Disconnect then reconnect phone and confirm. • Power the phone OFF then ON.

APPENDIX: Apple CarPlay Troubleshooting Guide

CATEGORY	SUB-CATEGORY	SYMPTOMS	CORRECTIVE ACTION(S)
Controls	STRG Wheel Phone Pick-Up button inoperative	Phone Pick-Up button on STRG Wheel inoperative	This is spec - The STRG Wheel pick-up button does not operate if there is no active phone call. User should press the PHONE hard key on the center control panel to access the Phone screen.
Controls	Apple CarPlay soft keys inoperative	Apple CarPlay soft keys inoperative	This may be a Phone issue. • Disconnect then reconnect phone and confirm. • Power the phone OFF then ON.
Siri	No response	• Home soft key may not initiate a Siri session • A Siri session may start a session but does not perform the requested action • Siri session started but all hard and soft keys unresponsive with a "Please use this feature after finishing Siri" message shown • Siri session ends as soon as it is initiated	This may be an Apple issue. • Confirm that there is a good data signal. • Disconnect then reconnect phone and confirm. • Confirm if condition exists on a known good iPhone. • Power the phone OFF then ON.
Siri	No audio sound	No audio sound after a Siri session	This may be an Apple issue. • Press any audio key (i.e. Radio, Media) to regain audio sound. • Disconnect then reconnect phone and confirm. • Confirm if condition exists on a known good iPhone.
Siri	Voice recognition	Siri may not recognize the verbal input as a command	This may be an Apple issue. • Confirm there is a good data signal. • Initiate another Siri and provide verbal input again. • Confirm if condition exists on a known good iPhone. • Confirm if condition exists with iPhone disconnected and verbal input is provided directly into the iPhone microphone.
Siri	Full/partial black/blank screen	Black/Blank screen is displayed after a Siri session	This may be an Apple issue. • Initiate another Siri session and provide verbal input again. • Disconnect then reconnect phone and confirm.
Siri	Siri inoperative due to disabled GPS on phone	Siri inoperative - User prompted to turn ON phone Location Services(GPS) even though GPS is turned ON	This may be an Apple issue. • Confirm Phone Location Services (GPS) is turned ON (Settings > Privacy > Location Services > ON). Ensure Apples Maps is set to ON. • Disconnect then reconnect phone and confirm.
Siri	Siri session does not end	Siri session does not end	This may be an Apple issue. • Initiate another Siri session. • Disconnect then reconnect the phone and confirm.
Siri	On-board Voice Recognition (VR) not working	On-board Voice Recognition not working	OEM System Spec: On-board voice recognition is disabled when Apple CarPlay is active. With Apple CarPlay active, Siri will take over as the voice recognition system. Finding a location, making phone calls, sending/reading texts, etc. will be through Siri. • A Siri session can be initiated on any screen with a short voice recognition (VR) button press located on the steering wheel or by touching and holding the Apple Home icon on any Apple CarPlay screen.

APPENDIX: Apple CarPlay Troubleshooting Guide

CATEGORY	SUB-CATEGORY	SYMPTOMS	CORRECTIVE ACTION(S)
Text Message	No audio sound	After reading an "Empty" text message, no sound condition may occur	This may be a Phone issue. • Touch the "Play" button in the Music screen to resume music. • Press any audio key (i.e. Radio, Media) to regain audio sound.
Text Message	Message notifications/alerts	• New message notifications/alerts not displayed • Siri does not recognize/read new message	This may be a Phone issue. • Confirm that the network is good. • Check the phone "Notifications" settings: Settings > Notifications > Messages > Allow Notifications. • Disconnect then reconnect phone and confirm. • NOTE: Drop-down new message notifications/alerts are not shown when in the Phone screen.
Text Message	Message read back on Phone speaker	Read back messages intermittently heard through Phone speaker instead of vehicle speakers	This may be a Phone issue. • Disconnect then reconnect phone and confirm.
Music	Audio automatic resume	iTunes/3rd party app music does not resume after a call termination	This may be a Phone issue. • Touch the "Play" button in the Music screen to resume music.
Music	Incorrect iTunes song info displayed	Song information may not match the song being played (i.e. Artist/Song/Album Art)	This may be an Apple issue. • Press Seek or Channel Up/Down Button. • Disconnect then reconnect phone and confirm.
Music	Album art	Album art not displayed on OE Home screen	This may be an Apple issue. • Press the next/previous hard button on the head unit. • Confirm there is good data signal. • Disconnect then reconnect phone and confirm.
Music	No iTunes Music audio	No sound is heard through the speakers • Even though iTunes music is playing; • After a soft key selection;	This may be a Phone issue. • Confirm the phone and OEM audio volume level is not muted or set too low. • Switch to another audio mode. Then switch back to iTunes music. • Disconnect then reconnect phone and confirm. • Restart phone and confirm.
Music	Unable to access iTunes Music screen	iTunes Music screen continually crashes and reverts to the Apple CarPlay Home screen.	This may be a Phone issue. • Switch to another audio mode. Then switch back to iTunes music. • Disconnect then reconnect phone and confirm. • Restart phone and confirm.
Navigation	Map matching	• Poor map matching may occur if vehicle is in a carpool and/or Fastrak lane that takes the vehicle away from the non-carpool/Fastrak section of the highway. When this condition occurs, the route will try to continuously re-route. • Vehicle position icon on map may not match actual position.	This may be an Apple issue. • Carpool/Fastrak: Exit carpool/Fastrak lane and continue with route guidance. This is an Apple spec. • Vehicle position icon: Disconnect then reconnect the phone.

APPENDIX: Apple CarPlay Troubleshooting Guide

CATEGORY	SUB-CATEGORY	SYMPTOMS	CORRECTIVE ACTION(S)
Navigation	Navigation guidance lost/cancelled	If phone data signal is lost, guidance may be lost/cancelled: • By itself • After driving underneath bridges • After request for distance to destination/POI • After traffic status request • After receiving text message	This may be an Apple issue. • Confirm that there is a good data signal. • Re-enter destination/POI.
Navigation	On-board voice guidance sound	• No on-board navigation voice guidance after switching between Apple CarPlay and on-board navigation. • CarPlay navigation voice guidance is not canceled after switching to on-board navigation.	This may be an Apple issue. • Disconnect then reconnect phone. Then restart CarPlay navigation again.
Navigation	No map search results	Destination/POI search result may return user back to Apple Maps screen without any results	This may be an Apple issue. • Re-enter destination/POI.
Navigation	Route info on map	Route information may still show on the map despite route cancellation	This may be an Apple issue. • Exit then re-enter Apple Car Play Maps screen. • Disconnect then reconnect the phone and confirm.
Navigation	Route cancellation	Route still active after phone reconnection despite prior route cancellation	This may be an Apple issue. • Manually cancel the route again.
Navigation	Active route not shown on screen	Active route shown on phone but Apple Maps screen does not show active route.	This may be an Apple issue. • Exit then re-enter Apple Car Play Maps screen. • Disconnect then reconnect the phone and confirm. • Power the phone OFF then ON and re-enter the POI/destination in Apple Maps.
Navigation	Apple Maps frozen	Apple Maps frozen. All on-screen soft keys inoperative.	This may be an Apple issue. • Disconnect then reconnect the phone and confirm.
Navigation	Apple Maps shortcut intermittently does not display	Apple Maps shortcut (during active route) at upper LH corner of Apple CarPlay screen intermittently does not display.	This may be an Apple issue. • Touch the Apple Home soft key on the screen then select Apple Maps to view the map.
Navigation	Apple Maps screen rotated	Apple Maps screen rotated	This may be an Apple issue. • Disconnect then reconnect the phone and confirm.
Navigation	(2) Active routes (OEM and Apple Maps)	(2) Active routes on OEM navigation and on Apple Maps	This may be an Apple issue. • Cancel route one of the navigation routes.
Navigation	No map view displayed, only vehicle position is shown in the Apple Maps screen	No map view displayed, only vehicle position is shown in the Apple Maps screen	This may be an Apple issue. • Touch the screen. • Change to a different screen then back to the Apple Maps screen. • Disconnect then reconnect the phone and confirm.

APPENDIX: Apple CarPlay Troubleshooting Guide

CATEGORY	SUB-CATEGORY	SYMPTOMS	CORRECTIVE ACTION(S)
System	Frozen screen	- Route options/info/guidance box may not update after user input, Siri session remains active - When there is an incoming text during active Siri session - After initiating text read back from Apple CarPlay Home screen	This may be a Phone issue. - Touch the screen or any hard key. - Disconnect then reconnect the phone and confirm. - Power the phone OFF then ON.
System	Weak data signal	Weak data signal may cause the following: - Delay in receiving/sending text - Verbal text read back may not function - Music may not automatically restart after phone call termination - Siri search results may not be accurate (i.e. Phone book, Music, Address/POI look up) - Siri session may abruptly end - Delayed <u>POI/Dust search results</u> feedback: Feedback may be "Not sure how to help with this" after address/POI search but will still provide a route - Delayed <u>Music search results</u> feedback: Feedback may indicate inability to find music but the song will start playing. OR "Getting your selection..." will display but music will start playing. - Delayed/blinking screen transitions - iTunes music info may not refresh after data signal is recovered	This may be a network (carrier) issue. - Retry again in a good network area. - Compare with other network carrier's phone.
System	No Apple CarPlay sound	Music from phone / Siri / voice guidance cannot be heard through speakers	This may be a Phone issue. - Check phone volume level - Press any audio key (i.e. Radio, Media) to regain audio sound. - Disconnect then reconnect phone and confirm.
System	Full/partial black/blank screen	Unexpected application termination may result in full or partial black screen condition	This may be a Phone issue. - Disconnect then reconnect phone and confirm. - Power the phone OFF then ON.
System	CarPlay screen disappears	CarPlay screen disappears suddenly after any touching.	This may be a Phone issue. - Touch the Apple CarPlay icon on the OEM Home and start Apple CarPlay again. - Disconnect then reconnect phone and confirm. - If condition persists, restart phone and confirm.

APPENDIX: Apple CarPlay Troubleshooting Guide

CATEGORY	SUB-CATEGORY	SYMPTOMS	CORRECTIVE ACTION(S)
3rd Party App.	Full/partial black/blank screen	3rd Party music applications (i.e. iHeartRadio, Spotify, Stitcher) may cause black screen, muted sounds, etc.)	This may be an Apple/3rd Party issue. • Close the app: Double press the Home button on the phone > Swipe the app's screen-shot up and off the screen. • Ensure latest version of the 3rd party app is installed on the phone. • Disconnect then reconnect phone and confirm. • Restart phone and confirm.
3rd Party App.	SEEK hard keys inoperable	iHeart Radio does not work when you push the Seek Up/Down Hard key	This may be an Apple/3rd Party issue. • Disconnect then reconnect phone. Close then restart app again after reconnection (Double press the Home button on the phone > Swipe the app's screenshot up and off the screen). • Confirm that there is a good data signal. • Confirm if condition exists on a known good iPhone.
3rd Party App.	Siri commands inoperable	Siri commands do not operate for 3 rd party music applications	• Apple spec. • Inform customer that Siri commands works best on Apple provided apps (i.e. Phone, Messaging, Maps, iTunes).
3rd Party App.	User accounts	Some 3rd party music applications require account registry in order to access in Apple CarPlay. Account charges may apply.	• Inform customer that a 3rd party application account may be required for access in Apple CarPlay.
3rd Party App.	Incorrect song info displayed	Song information may not match the song being played (i.e. Artist/Song/Album Art)	This may be an Apple issue. • Press Seek or Channel Up/Down Button. • Disconnect then reconnect phone and confirm.
3rd Party App.	Incorrect song timer displayed	Song timer may not match actual song state: • Play time longer than song duration • Previously played song duration may be displayed	This may be an Apple issue. • Press Seek or Channel Up/Down Button. • Disconnect then reconnect phone and confirm.
3rd Party App.	No response	No response from 3rd-party app: • Will not play music • Black Screen display	This may be an Apple issue. • Confirm that there is a good data signal. • Ensure latest version of the 3rd party app is installed on the phone. • Close then restart app (Double press the Home button on the phone > Swipe the app's screenshot up and off the screen). • Disconnect then reconnect phone and confirm. • Restart phone and confirm.
3rd Party App.	No or loss of audio sound	Music does not play or stops playing: • Even though the Play soft key was touched • When switching to another screen or locking phone	This may be an Apple issue. • Confirm that there is a good data signal. • Unlock the phone. • Press any audio key (i.e. Radio, Media) to regain audio sound. • Ensure latest version of the 3rd party app is installed on the phone. • Close then restart app (Double press the Home button on the phone > Swipe the app's screenshot up and off the screen). • Disconnect then reconnect phone and confirm. • Restart phone and confirm.

APPENDIX B: Android Auto Troubleshooting Guide

CATEGORY	SUB-CATEGORY	SYMPTOMS	CORRECTIVE ACTION(S)
Bluetooth/Phone	Unable to pair phone after Android Auto connection	Phone does not automatically pair after a hard wire connection	• Confirm that BT is set to ON in the phone settings. • 5 phones may already be paired. Delete a phone and manually pair the desired phone to the vehicle Bluetooth system. • Confirm phone compatibility on the Hyundai BT support web page at https://www.hyundaiusa.com/BlueTooth/
Bluetooth/Phone	Unable to pair phone after Android Auto connection	Unable to pair other phones while an Android Auto phone is connected (plugged into the USB port)	• Google Spec: When using Android Auto, only the Android Auto phone can be paired. • To pair another phone, the connected Android Auto phone should be disconnected from the USB port and unpaired in the BT connections setting. If 5 phones are already paired, manually delete a phone and pair the desired phone.
Bluetooth/Phone	Contacts Update	Unable to call/text recently added contact	• Google Spec: Newly added contact info will take time to update in Android Auto (approximately 10 minutes). • To see the updated contact info, wait about 10 minutes then disconnect and reconnect the phone. • Newly added contact can be selected manually through the OEM Phone screen (after selecting to re-download the phone book).
Bluetooth/Phone	Contact name not shown	Contacts name does not show, only contact number	• Confirm that the contact name is shown in the OEM Phone screen and/or the contact info is in the phonebook. • Confirm that the contact name does not contain unsupported alphabets (other languages). • A phonebook re-download may be needed. • This may be a Google issue. Disconnect then reconnect phone and confirm.
Bluetooth/Phone	Contact name truncation	Contacts with long names are truncated in the Call History list	• Google Spec: Long names will not completely be displayed in Android Auto. The customer can opt to rename their contact.
Bluetooth/Phone	Private / Hands free mode	Incoming call enters to Private Mode after pick-up	• This may be a Phone issue. 1) Select Hands free mode on the phone in order to switch from Private to Hands free mode. 2) Press the Phone hard key and touch the 'Hands free' mode icon on the screen to switch to Hands free mode. • Direct customer to the Android Auto Support webpage for phone compatibility issues (https://support.google.com/androidauto/).
Bluetooth/Phone	Phone book access	Unable to view phone book contact list in Android Auto	• Google Spec: No viewable phonebook in Android Auto. The phone book can be viewed through the OEM Phone screen. Press the Phone hard key and touch the Contacts tab.
Bluetooth/Phone	Call switching inoperative	Inability to switch between multiple phone calls. No sound condition may occur.	• This may be a Phone issue. Confirm that phone calls can be switched on 1) the phone. 2) In the OEM Phone screen (Press the 'Phone' hard key and switch between calls on the OEM). • Direct customer to the Android Auto Support webpage for phone compatibility issues (https://support.google.com/androidauto/).
Bluetooth/Phone	Android Auto call/end button inoperative	Call/end soft keys on the Android Auto phone screen inoperative	• This may be a Google issue. Disconnect then reconnect the phone and confirm. • Direct customer to the Android Auto Support webpage for phone compatibility issues (https://support.google.com/androidauto/).

APPENDIX B: Android Auto Troubleshooting Guide

CATEGORY	SUB-CATEGORY	SYMPTOMS	CORRECTIVE ACTION(S)
Bluetooth/Phone	No info on incoming call pop-up	During an incoming call in Android Auto mode, the 'incoming call' pop-up message may not display any information.	• This may be a Phone issue. Disconnect then reconnect the phone and confirm. • Direct customer to the Android Auto Support webpage for phone compatibility issues (https://support.google.com/androidauto/).
Connection	Android Auto will not launch on the system	Android Auto icon remains inactive (grayed out) or will not launch on the system	This may be a Phone issue. • Is Android Auto app installed on phone? • If NO: - Confirm phone compatibility and OS version (Android 5.0). Then install Android Auto app on phone. Latest versions of Google Map, Google Now, Google Play Music, & Google Play Services apps will automatically update during Android Auto phone set up process. If it does not, manually update these apps in the Play Store. NOTE: Phone then Car setup should be completed in one sitting. If phone setup resuming is needed, recommend to Force Stop the Android Auto app on the Phone then reopen app and accept Disclaimer notifications. - Ensure the Location (mode) setting is set to High accuracy. • If YES: - Disconnect the phone and confirm Head Unit "Connectivity" is turned ON - Unlock the phone and run Android Auto app on the phone. Then select 'Forget all cars' to reset information. - Accept any Disclaimer messages on the phone screen - Perform Android Auto application Force Stop on the phone. Then disconnect and reconnect phone. - Check connection points: Micro USB cable to vehicle USB port/phone. • If condition persists: - Disconnect the phone - Un-install Android Auto app on phone and reinstall it. - Confirm if it works • If condition persists, phone may need to be restored to factory default setting. • Phone/Cable concerns should be handled by the customer/phone manufacturer. • NOTE: Recommend using micro USB cable that came with the phone. • NOTE: Android Auto icon may take longer to load due to extended BT connection & phonebook timing. • Direct customer to the Android Auto Support webpage for phone compatibility concerns (https://support.google.com/androidauto/).

APPENDIX B: Android Auto Troubleshooting Guide

CATEGORY	SUB-CATEGORY	SYMPTOMS	CORRECTIVE ACTION(S)
Connection	Intermittent connection	Intermittent phone connection lost	• Check connection points: Micro USB cable to vehicle USB port/phone. • Phone/Cable issues should be handled by the customer/phone manufacturer. • NOTE: Recommend using micro USB cable that came with the phone. This may be a Phone issue. • OS compatibility concern. LG G4 phone supports Android Auto with OS Android 6.0.
Controls	STRG Wheel controls inoperative	Does not work: • STRG Wheel Voice Recognition (VR) button • STRG Wheel volume control	• This may be a Google issue. Confirm if Google voice actions operate by touching the Microphone icon on the Android Auto screen and make a verbal request. • Disconnect then reconnect phone and confirm.
Google Voice Actions	Crackle/pop sound	Crackle/pop sound during Google voice actions session	• This may be a Phone issue. Confirm if condition exists on a known good Android Auto phone. • If condition is not present on other phones, the incident phone may need to be serviced by the phone manufacturer.
Google Voice Actions	Unable to adjust Google voice actions volume	Unable to adjust Google voice actions volume	This may be Google issue. • Disconnect then reconnect phone and confirm.
Google Voice Actions	No response	Microphone soft key may not initiate a Google voice actions session or may start a session but does not perform the requested action.	This may be a Phone issue. • Confirm that there is a good data signal. • Press the Microphone button again. • Initiate Google voice actions session with a short voice recognition (VR) button press located on the steering wheel. • Disconnect then reconnect phone and confirm. • Confirm if condition exists on a known good Android Auto phone. • Direct customer to the Android Auto Support webpage for phone compatibility issues (https://support.google.com/androidauto/).
Google Voice Actions	No audio sound	No audio sound after a Google voice actions session	This may be a Phone issue. • Confirm the phone and OEM audio volume level is not muted or set too low. • Confirm latest Android Auto app is installed on the phone. • Disconnect then reconnect phone and confirm. • Direct customer to the Android Auto Support webpage for phone compatibility issues (https://support.google.com/androidauto/).
Google Voice Actions	Voice recognition	Google voice actions may not recognize the verbal input as a command	This may be a Google/Phone issue. • Confirm there is a good data signal. • Initiate another Google voice action and provide verbal input again. • Confirm if condition exists on a known good Android Auto phone. • Confirm if condition exists with Android Auto phone disconnected and verbal input is provided directly into the Android Auto phone microphone.

APPENDIX B: Android Auto Troubleshooting Guide

CATEGORY	SUB-CATEGORY	SYMPTOMS	CORRECTIVE ACTION(S)
Google Voice Actions	Voice recognition commands	No voice recognition command guide for Android Auto	Google Spec: Direct customer to the Android Auto Support webpage (https://support.google.com/androidauto/).
Google Voice Actions	Full/partial black/blank screen	Black/white screen is displayed after a Google voice actions session	- This may be a Phone issue. - Initiate another Google voice action and provide verbal input again. - Disconnect then reconnect phone and confirm. - Direct customer to the Android Auto Support webpage for phone compatibility issues (https://support.google.com/androidauto/).
Google Voice Actions	Voice search operation	Google Voice Search feature inoperative	- This may be a Phone issue (Samsung Galaxy S5 & Samsung Galaxy S4) - Update Security policy on phone. Settings>Security>Security policy updates>Check for updates
Text Message	No audio sound	After reading an "Empty" text message, no sound condition may occur	- This may be a Phone issue. - Confirm latest Android Auto app is installed on the phone. - Press any audio key (i.e. Radio, Media) to regain audio sound. - Direct customer to the Android Auto Support webpage for phone compatibility issues (https://support.google.com/androidauto/).
Text Message	Message notifications/alerts	New message notifications/alerts not displayed	- This may be a Phone issue. - Phone issues should be handled by the phone manufacturer. - Disconnect then reconnect phone and confirm. - Direct customer to the Android Auto Support webpage for phone compatibility issues (https://support.google.com/androidauto/).
Text Message	Message text to speech (TTS)	Unable to read text messages that have been previously viewed prior to Android Auto connection	Google Spec: Direct customer to the Android Auto Support webpage (https://support.google.com/androidauto/).
Text Message	Message read back alterations	Android Auto text read back does not match actual text message received	- This is a Phone & Carrier spec. - Android Auto text message read back follows for each carrier: - Verizon: Text messages are not altered. Messages read back will match actual text message sent. - AT&T: Text messages are mildly altered. Read back truncation occurs when texts are too long. Carrier varies when/where the text is chopped using Android Auto read back. - Sprint: Text messages are read back heavily altered. Messages longer than 66 characters including spaces are truncated into 2 texts. Word chop occurs immediately after character limit is encroached. - T-Mobile: Text message read back is mildly altered. Read back truncation occurs when texts are too long. Carrier varies when/where the text is chopped using Android Auto read back.
Music	Unable to adjust audio sound volume	Only able to adjust Android Auto volume but not audio volume (FM/AM/SXM/Media) after: Receiving text message	- This may be a Google issue. - Disconnect then reconnect phone. - If condition continues, use a pen to press the RESET button located next to the TUNE knob.

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CATEGORY	SUB-CATEGORY	SYMPTOMS	CORRECTIVE ACTION(S)
Music	Google Play service error message	Phone pop-up message: "Unfortunately, Google Play services has stopped."	This may be a phone issue. • Close/stop running the application. Going go back into Google Play Music will restart the service. Settings > Application > Application manager > All > Google Play Music > Touch Force Stop • Direct customer to the Android Auto Support webpage for phone compatibility issues (https://support.google.com/androidauto/).
Music	Audio automatic resume	Google music does not resume after a call termination	This may be a phone issue. • Touch the "Play" button in the Google Play Music screen to resume Google Play Music.
Music	Album art	Album art not displayed on OE Home screen	This may be a Google issue. • Press the next/previous hard button on the head unit. • Confirm there is good data signal. • Disconnect then reconnect phone and confirm.
Music	Google play music request	"No search results" message may be displayed even though feedback states that it is "...now playing".	This may be a Google server issue. • Request another song/artist to confirm Google Play Music operability. • Direct customer to the Android Auto Support webpage (https://support.google.com/androidauto/).
Music	No Google Play Music audio	No sound is heard through the speakers even though Google Play music is playing	• Confirm the phone and OEM audio volume level is not muted or set too low. • Switch to another audio mode. Then switch back to Google Play Music. • Disconnect then reconnect phone and confirm. • Restart phone and confirm.
Music	Top status bar remains	Top status bar may not time out after next track is automatically played	This is a Google issue. • Touch the 'X' icon on the right hand side of the status bar.
Navigation	Map matching	Poor map matching may occur if vehicle is in a carpool and/or Fastrak lane that takes the vehicle away from the non-carpool/Fastrak section of the highway. When this condition occurs, the route will try to continuously re-route.	Exit carpool/Fastrak lane and continue with route guidance. This is a Google spec. • Direct customer to the Android Auto Support webpage (https://support.google.com/androidauto/).
Navigation	Navigation guidance lost/cancelled	If phone data signal is lost, guidance may be lost/cancelled: • By itself • After driving underneath bridges • After request for distance to destination/POI • After traffic status request • After receiving text message	This may be a Google issue. • Confirm that there is a good data signal. • Re-enter destination/POI.

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CATEGORY	SUB-CATEGORY	SYMPTOMS	CORRECTIVE ACTION(S)
Navigation	Android Auto voice guidance sound	• Sound Level Mixing: Audio sound level may not lower when Android Auto navigation voice guidance is provided • Sound Fluctuation: Voice guidance volume increases/decreases • Too low: User constantly has to increase volume to hear Android Auto Bluetooth guidance and lower the volume when listening to Google Play Music.	This may be a Google issue. • Sound Level Mixing: No recommended corrective action • Sound Fluctuation: Ensure Speed Dependent Volume setting is turned OFF • Too low: No recommended corrective action
Navigation	On-board voice guidance sound	No on-board navigation voice guidance after switching between Android Auto and on-board navigation	This may be a Google issue. • Disconnect then reconnect phone. Then restart OEM navigation again. • If condition persists, use a pen to press the RESET button located next to the TUNE knob.
Navigation	Intermittent voice guidance	No/intermittent voice guidance in Google Maps	This may be a Phone issue. • Confirm latest Android Auto app is installed on the phone. • Press any audio key (i.e. Radio, Media) to regain audio sound. • Disconnect then reconnect phone and confirm. • Direct customer to the Android Auto Support webpage for phone compatibility issues (https://support.google.com/androidauto/).
Navigation	On-board Voice Recognition (VR) not working	On-board Voice Recognition not working	OEM System Spec: On-board voice recognition is disabled when Android Auto is active. With Android Auto active, Google voice actions will take over as the voice recognition system. Finding a location, making phone calls, sending/reading texts will be through Google voice actions. • A Google voice actions session can be initiated on any screen with short voice recognition (VR) button press located on the steering wheel or by touching the Microphone icon on any Android Auto screen.
Navigation	Incorrect volume label	Turning the volume knob may adjust the Android Auto (navigation) volume but (Android) Auto volume is displayed on the screen instead	This may be a Google issue. • Confirm latest Android Auto app is installed on the phone. • Disconnect then reconnect phone and confirm.
Navigation	No map search results	Destination/POI search result may return user back to Google maps screen without any results	This may be a Google issue. • Re-enter destination/POI.
Navigation	Map symbols overlapping	ETA and route label infinitely getting overlapped on the map screen.	This may be a Google issue. • Confirm latest Android Auto app is installed on the phone. • Direct customer to the Android Auto Support webpage (https://support.google.com/androidauto/).

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CATEGORY	SUB-CATEGORY	SYMPTOMS	CORRECTIVE ACTION(S)
Navigation	Alternative route options	Only 2 of the 3 alternative route options may appear on the map even though all 3 alternative route options are shown in the info box.	This may be a Google issue. • Panning in/out will show all 3 routes. • Direct customer to the Android Auto Support webpage (https://support.google.com/androidauto/).
Navigation	Route info on map	Route information may still show on the map despite route cancellation	This may be a Google issue. • Disconnect then reconnect the phone and confirm. • Close/stop running Google Maps application. Settings > Application > Application manager > All > Google Maps > Touch Force Stop • Direct customer to the Android Auto Support webpage (https://support.google.com/androidauto/).
Navigation	Vehicle location	Vehicle position may become glitchy moving back and forth	This may be a Google issue. The vehicle GPS location is provided from the head unit to the phone. • Disconnect then reconnect phone and confirm.
System	Frozen screen	• Route options/info/guidance box may not update after user input - Google voice actions session remains active (Microphone icon changed to blue "G"): • When there is an incoming text during active Google voice actions session • After initiating text read back from Android Auto Home screen	This may be a Google/Phone issue. • Touch the screen, lower Android Auto buttons, or any hard key • Disconnect then reconnect the phone and confirm. • Direct customer to the Android Auto Support webpage for phone compatibility issues (https://support.google.com/androidauto/).
System	Weak data signal	Weak data signal may cause the following: • Delay in receiving/sending text • Verbal text read back may not function • Music may not automatically restart after phone call termination • Google search results may not be accurate (i.e. Phone book, Music, Address/POI look up) • Google voice action session may abruptly end • Delayed <u>POI/Dest search results</u> feedback: Feedback may be "Not sure how to help with this" after address/POI search but will still provide a route • Delayed <u>Music search results</u> feedback: Feedback may be indicate unable to find music but the song will start playing. OR "Getting your selection..." will display but music will start playing. • Delayed/blinking screen transitions • Android Auto music info may not refresh after data signal is recovered	This may be a network (carrier) issue. • Retry again in a good network area. • Compare with other network carrier's phone.

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CATEGORY	SUB-CATEGORY	SYMPTOMS	CORRECTIVE ACTION(S)
System	No Android Auto sound	Music from phone / Google Now voice / voice guidance cannot be heard through speakers	This may be a phone issue. • Check phone volume level • Press any audio key (i.e. Radio, Media) to regain audio sound. • Check if phone is paired properly to the vehicle Bluetooth system (both the music note and phone icon should be present next to the connected phone name). SETUP > PHONE > BLUETOOTH CONNECTION • Check Bluetooth audio setting on the phone and ensure it is turned ON. • Turn Bluetooth audio setting OFF then ON again. • Disconnect then reconnect phone and confirm. • Direct customer to the Android Auto Support webpage for phone compatibility issues (https://support.google.com/androidauto/).
System	Android Auto error message	System pop-up message: "Android Auto is not responding. Please reconnect it and try again."	This may be a Google issue. • Disconnect then reconnect phone and confirm. • Power the phone OFF then ON.
System	Full/partial black/blank screen	Unexpected application termination may result in full or partial black screen condition	This may be a Google/Phone issue. • Close/stop running all applications. Settings > Application > Application manager > All > Recently used applications > Touch Force Stop • Disconnect then reconnect phone and confirm. • Power the phone OFF then ON. • Direct customer to the Android Auto Support webpage for phone compatibility issues (https://support.google.com/androidauto/).
System	Set reminder	Set reminder does not appear as a pop-up similar to the phone	Google Spec: Reminder only shown as a Google Now card on the Android Auto Home screen
System	Google voice action commands error	An unrequested destination may be set after a Google voice actions section request is submitted (i.e. "How was Traffic")	This may be a Google server issue. • Direct customer to the Android Auto Support webpage (https://support.google.com/androidauto/).
System	USB disconnection	USB session may unexpectedly disconnect on its own. The top status bar will provide a USB disconnected message	This may be a Phone issue. • Click Android Auto icon at OEM home and start Android Auto again. • Disconnect then reconnect phone and confirm. • Direct customer to the Android Auto Support webpage for phone compatibility issues (https://support.google.com/androidauto/).
System	Signal strength indicator (RSSI)	Some Samsung devices intermittently does not show the RSSI status icon	This may be a phone concern. Direct customer to the Android Auto Support webpage (https://support.google.com/androidauto/).
3rd Party App.	Full/partial black/blank screen	3rd Party music applications (i.e. iHeartRadio, Spotify, Stitcher) may cause black screen, muted sounds, etc.)	This may be a Google/Phone issue. • Close/stop running all applications. Settings > Application > Application manager > All > Google Play Music > Touch Force Stop • Ensure latest version of the 3rd party app is installed on the phone. • Disconnect then reconnect phone and confirm. • Restart phone and confirm.

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CATEGORY	SUB-CATEGORY	SYMPTOMS	CORRECTIVE ACTION(S)
3rd Party App.	SEEK hard keys inoperable	iHeart Radio does not work when push the Seek Up/Down Hard key	This may be a Google/Phone/3rd part application issue. • Disconnect then reconnect phone. Restart app again after reconnection. • Confirm if condition exists on a known good Android Auto phone.
3rd Party App.	Google voice action commands inoperable	Google voice action commands do not operate for 3rd music applications	• Google Spec: Direct customer to the Android Auto Support webpage (https://support.google.com/androidauto/).
3rd Party App.	User accounts	Some 3rd party music applications require account registry in order to access in Android Auto. Account charges may apply.	• Inform customer that a 3rd party application account may be required for access in Android Auto.
3rd Party App.	Incorrect song info displayed	Song information may not match the song being played (i.e. Artist/Song/Album Art)	This may be a Google issue. • Press Seek or Channel Up/Down Button. • Disconnect then reconnect phone and confirm.
3rd Party App.	Incorrect song timer displayed	Song timer may not match actual song state: • Play time longer than song duration • Previously played song duration may be displayed	This may be a Google issue. • Press Seek or Channel Up/Down Button. • Disconnect then reconnect phone and confirm.
3rd Party App.	No response	No response from 3rd-party app: • Will not play music • Black Screen display	This may be a Google issue. • Confirm that there is a good data signal. • Ensure latest version of the 3rd party app is installed on the phone. • Close/stop running all applications. Settings > Application > Application manager > All > Google Play Music > Touch Force Stop • Disconnect then reconnect phone and confirm. • Restart phone and confirm.
3rd Party App.	No audio sound	Music does not play even though the Play soft key was touched	This may be a Phone issue. • Confirm latest Android Auto app is installed on the phone. • Press any audio key (i.e. Radio, Media) to regain audio sound. • Ensure latest version of the 3rd party app is installed on the phone. • Close/stop running all applications. Settings > Application > Application manager > All > Google Play Music > Touch Force Stop • Disconnect then reconnect phone and confirm. • Direct customer to the Android Auto Support webpage for phone compatibility issues (https://support.google.com/androidauto/).