

Helping Customers with Apple CarPlay™ or Android Auto™ Concerns

AFFECTED VEHICLES

2016–17 Accord (EX and above), 2016–17 Civic (EX and above), 2017 Clarity Fuel Cell, 2017 CR-V (EX and above), 2017 Pilot (EX and above), and 2017 Ridgeline (RTL-T, RTL-E, Black)

EDITOR'S NOTE: This article replaces the one posted in **February 2017** to extend the article's shelf life. The issue(s) covered are still being addressed.

You may get a customer with any of these Apple CarPlay or Android Auto concerns:

- The phone won't connect to the feature.
- The feature disconnects.
- A **Device not found** or **Device not compatible** message appears.
- Control of the feature is erratic.

If so, there are some steps the service advisor can take right on the service drive that just might fix things. Here's the lowdown:

- Find out if the customer's phone has the latest software. If it doesn't, have the customer download the latest version, then see if that takes care of the concern. Many times it does.
- Check the phone's cable. For the feature to work right, the cable must be original equipment and must be in good condition. If the cable isn't original equipment or it's showing signs of fraying, wear (a white cable will look dirty), or damage, advise the customer to replace it.
- Have the customer try restarting the phone.

In rare cases, a new connection will need to be made between the phone and the feature. Since the actual steps will vary, depending on the phone and the vehicle, here's basically what needs to be done:

1. Turn the ignition to OFF, and unplug the phone from the vehicle.
2. On the phone, go to the settings menu, select the feature (CarPlay or Android Auto), and remove all vehicles listed for it.
3. Turn the ignition to ON.
4. On the Display Audio screen, do a factory data reset (**Home > Menu > Settings > System > Factory Data Reset**).
5. Once the reset is finished, plug the phone into the vehicle and follow the prompts.