



Service Bulletin

INFORMATION

Subject: Tips for Customers Having Difficulty Launching Android Auto or Apple Carplay

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Camaro Cruze Malibu Silverado Spark	2016	2017			All	All
Chevrolet	BOLT EV Colorado Sonic Trax	2017	2017			All	All
GMC	Sierra	2016	2017			All	All
GMC	Acadia (VIN N)	2017	2017			All	All

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with Radio RPO IOA or IOB
Condition	Some customers may comment that their Apple phone will not launch Apple CarPlay or that their Android phone will not launch Android Auto.

Correction

If this concern is encountered the customer should complete the following:

- Ensure that Carplay or Android Auto is turned on in the radio settings.
Note: For the 2017 model year, it is necessary to switch this setting each time that the customer switches from one phone type to another or a message advising to "Connect a supported device by USB to use this feature" may be displayed.
- Ensure that they are using a compatible phone.
- Turn the phone off, wait a couple of minutes, turn the phone back on, and re-evaluate.
- Update the phone to the latest version.
- Update the related phone app to the latest version.
- Only use a genuine brand (Apple, Samsung, etc.) phone cable to connect to the vehicle's USB port and not an imitation or aftermarket one.
- Ensure that the time and date on the phone and radio match each other and both are set to the same format. If adjusted or time is changed to auto set, disconnect the phone, reconnect the phone, and re-evaluate operation. If this does not match, a launch error 7 and/or 11 may be experienced with Android.
- Evaluate operation with the auto-launch feature selected.
- Uninstall and reinstall the related phone application and re-evaluate the concern.



Note: Left Receptacle 2017 Silverado with Radio RPO IOB (Correct), Right Receptacle 2017 Silverado with Radio RPO IOB (Incorrect).

- Ask the dealership to verify that the correct USB receptacle/hub was installed if this started happening right after they replaced the USB receptacle/hub for another complaint like the example above that shows a 2017 Silverado with radio RPO IOB that recently had the incorrect USB receptacle/hub (receptacle shown on the right) installed during service for a non related concern.

Note: To ensure the correct receptacle is installed, cross-reference the part number on the receptacle with the Electronic Parts Catalog all while using the VIN filter feature within the EPC.

Parts Information

No parts are needed for this concern.

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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