Service Bulletin
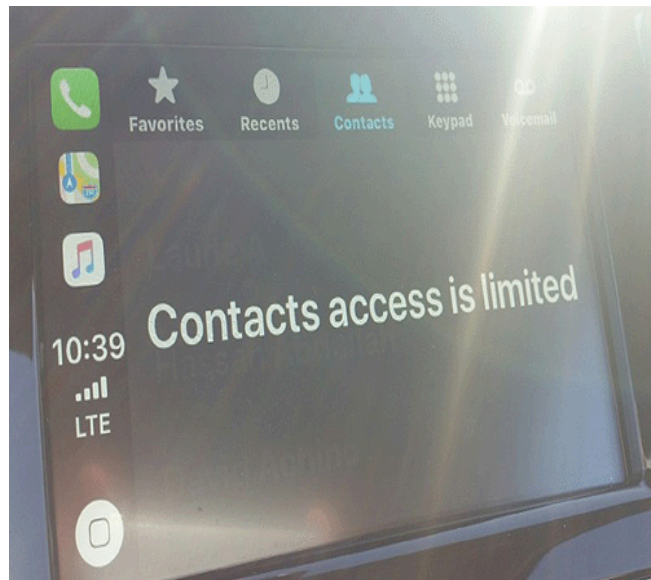
INFORMATION

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

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore LaCrosse Regal	2016	2018			All	All
Buick	Enclave	2018	2018			All	All
Cadillac	ATS CT6 Escalade Models XTS	2016	2018			All	All
Cadillac	CTS ELR	2016	2017			All	All
Cadillac	XT5	2017	2018			All	All
Chevrolet	Camaro Colorado Corvette Cruze Impala Malibu Silverado Suburban Tahoe Models Volt	2016	2018			All	All
Chevrolet	Sonic Spark	2017	2018			All	All
Chevrolet	Trax	2017	2017			All	All
Chevrolet	Equinox Traverse	2018	2018			All	All
GMC	Canyon Sierra Yukon Models	2016	2018			All	All
GMC	Acadia (VIN N)	2017	2018			All	All

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with Infotainment System RPO IOA, IOB, IO5, or IO6
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 some models/years, 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" or "playback source not available" 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. If the projection icon does not switch to the CarPlay or Android Auto icon when the phone is plugged into the USB, press the projection icon to launch CarPlay/Android Auto. • Un-install and reinstall the related phone application and re-evaluate the concern. 4925390 • If the above "SSL error" message is displayed, check to see if the customer is using the vehicle's 4G LTE wi-fi connection. If so, they may be out of data.

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- If the above "contacts access is limited" message is displayed, it may be a normal result of trying to access the contacts while in drive or while the vehicle is moving.

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Note: Original Left Receptacle 2017 Silverado with Radio RPO IOB (Correct), Replacement 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.

Warranty Information

This is general information to assist our customers with potential device or setting issues and is not considered a warrantable repair.

Version	3
Modified	April 10, 2017 – Updated the Correction information.
	December 22, 2017 – Updated the Models and Conditions.