



Preliminary Information

PIC6322 Phone Contacts And Recent Lists Are Not Displayed When Using Apple iOS 11 Or Greater

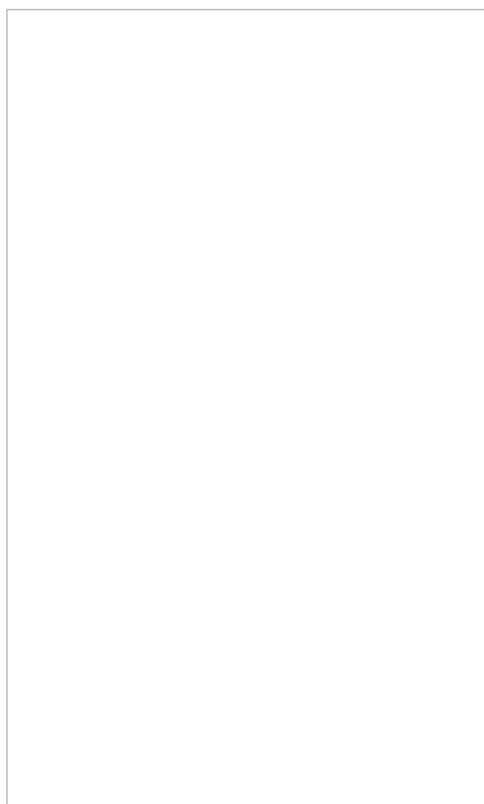
Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Trax	2018	All	All	All	All
Chevrolet	Sonic	2018	All	All	All	All
GMC	Terrain	2018	All	All	All	All
Involved Region or Country:	North America					
Additional RPO/s:	Equipped with IOR Radio RPO					
Condition:	Customers using Apple iOS v11 or greater may experience a condition of their phone contacts and recent lists not displaying in the radio when the phone is paired to the vehicle.					
Cause:	Software anomaly					

Correction:

Verify the phone is using Apple iOS 11 or greater version. If the phone is on the latest version available and the condition persists, GM engineering is evaluating this concern. In the meantime, a work-around has been developed.

1. On the handset enter the Settings, Bluetooth menu and select the "i" information icon on the appropriate vehicle (e.g. myChevrolet) in the Devices menu.



2. Enable the option labeled Sync Contacts.



- 3. Disconnect and reconnect the phone's Bluetooth connection with the vehicle.
- 4. Verify phone contacts and recent lists are now displayed in the radio.

Version History

Version	1
Modified	



© 2016 General Motors. All Rights Reserved.