

Helping Customers with Apple CarPlay™ or Android Auto™ Concerns

AFFECTED VEHICLES

All models with Apple Carplay or Android Auto

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 damaged, advise the customer to replace it.

NOTE

iPhone Only: Be aware that there are counterfeit or uncertified Lightning accessories on the market. To learn more about this, go to www.apple.com. Search **counterfeit**, then select **Identify counterfeit or uncertified Lightning connector accessories**.

- Have the customer try restarting the phone.