

STAR ONLINE PUBLICATION

Case Number: S2008000060

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Symptom/Vehicle Issue: Radio Issues With iPhone 11

Discussion: Multiple issues observed with the latest iPhone 11.
Some are listed below:

Device paired but not discovered when vehicle is turned on.
Dropped calls.
Bluetooth streaming interrupted.

Update to the latest available iOS. 13.4 or higher.
Do not replace radio or USB hub for concerns related to the iPhone 11.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found