

STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Apple Carplay Inoperative Or Not Working, Phone Not Pairing, Carplay Lockup, Freeze or Audio Concerns

Discussion: Customer may have a concern with Apple Carplay inoperative or not working. The iPhone may not pair with the vehicle. Carplay may Lockup or freeze operation. Phone may not charge. Customer may also complain of audio concerns like a pop noise, audio distorted, a rattle, buzz or static. These all can be related to the device or debris in ports and on connections for USB/lighting cable. Or a bad iPhone cable.

To resolve these issues, you can clear paired devices, restart phone. Also check the phone, cable and vehicle device ports for debris. Debris can cause plugs not to fully seat or cover contacts of the device or cable connections.

1. On Apple device Go to Settings>General>Carplay>Forget this Device.
2. On Radio Go to Phone> Settings> Select Device in List and Delete the device. Then Restart phone and Pair again.
3. On the Phone, Go to Settings> Bluetooth> Unpair/Forget Existing "Uconnect" and duplicates. Then Restart phone and Pair again.
4. Check for lint or debris stuck in device connection port. Lint or debris can cause cable connection issues. (see Fig 1) Refer to Apple or Apple Store Genius Bar/tech support personnel for recommended phone plug cleaning recommendations.
5. Check for lint or debris on lighting cable and in vehicle USB port.
6. Only use an official Apple lighting cable. Make sure cable is Apple MFI certified.

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

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Fig 1.

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