



## STAR ONLINE PUBLICATION



**Case Number: S2108000198**

**Release Date:** August 2021

**Symptom/Vehicle Issue:** Media Device Connection Guidelines For Bluetooth, Apple CarPlay, Android Auto Or USB To The Radio Head Unit

**Discussion:** Please follow the following troubleshooting guidelines for Bluetooth, Apple CarPlay, Android Auto and USB media related issues or intermittent lost functionality of connected devices.

1. Ensure Bluetooth, Wifi, Android Auto, or CarPlay are enabled in the customer's phone settings.
2. Confirm the radio software is at the latest version available
3. Confirm the device software is at the latest version available
  - For Apple devices, go to Settings -> General -> Software Update. If a newer software version is available, download and install the update then retest.
  - For Android devices, go to Settings and search for Software Update. If a newer software version is available, download and install the update then retest.
4. Reboot the phone (power off completely and leave off for at least 1 minute before turning back on).
5. Reboot radio. On 2021 model year vehicles with R1 or Panasonic radios, and older Pana radios with PR/QR software (hold power button in the center stack for 10 seconds then release button), allow 1-2 minutes for radio to shut down and completely reboot. Other radios if holding power button doesn't reset the radio, reset radio with Witech Radio Replacement routine.
6. If using a non-OEM USB cable, use an official cable from the device manufacturer
7. Delete pairings from both radio and phone
  - Delete paired devices from radio Device Manager menu
  - Delete pairings from phone settings menu

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.

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- For Apple devices, go to Settings -> Bluetooth and delete your vehicle pairing (or all pairings if possible). Also go to Settings -> General -> CarPlay and delete your vehicle pairing (or all pairings if possible)
  - For Android devices, go to Settings, then Bluetooth and delete your vehicle pairing (or all pairings if possible). Then, go to Settings and search for “Android Auto”. Select Android Auto, then previously connected cars. Press the menu icon, and forget paired cars
    - After deleting the pairings, restart the phone and radio with the procedures from above before repairing.
8. Close open phone apps
  9. Ensure battery saving apps aren't running on the phone (may disable Bluetooth or Wifi periodically to save power)
  10. Turn off Wifi on other devices in the vehicle (e.g. mobile hot spot or device Wifi sharing)

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