



## STAR ONLINE PUBLICATION



**Case Number: S2108000070**

**Release Date:** 02/13/2021

**Symptom/Vehicle Issue:** Uconnect 5 Apple CarPlay And Android Auto Troubleshooting

**Discussion:** Customer may lose connection to a paired phone or Apple CarPlay and Android Auto will not launch. Follow the Helpful tips/steps below for troubleshooting wireless and wired connection issues for Apple CarPlay and Android Auto.

### **For Wireless:**

1. Verify wireless hotspot is not in use. Normal operating condition when wireless hotspot is in use. Do not replace radio.
2. Verify customer has selected in device manager, the option for wireless projection.
3. Wi-Fi on phone should be on.
4. Android Auto requires the AA app to be downloaded on the customer phone. Verify the app is present on the phone.
5. If launching CarPlay, see if Android Auto will launch with alternate Android phone.
6. If launching Android Auto, see if CarPlay will launch with alternate iPhone.
7. Perform reset to radio and evaluate functionality.
8. Ensure the Android Auto app & all Google play services on the mobile device are up to date.
9. Forget the Head Unit hotspot from phone mobile settings. On the user's phone, go to the Wi-Fi settings menu and find the "DIRECT-ANDROID...." Network and forget it, then reconnect projection.
10. On the Android Auto app on mobile device, enable developer settings & try to disable & re-enable wireless projection setting.
11. Launch AA on the phone itself, go to Settings, then tap the build number 5x. Go back up a menu level and you'll find "developer settings" You'll have an option to toggle wireless on and off.
12. Re-install the Android Auto app on mobile device.
13. Try a reset only for "Network settings" on mobile device.

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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### For Wired:

1. Verify the USB port is not 'charge only'.
2. Evaluate the USB cable. Use alternate cable to eliminate this factor.
3. USB cable should be factory provided, not from third party.
4. Android Auto requires the AA app to be downloaded on the customer phone.  
Verify the app is present on the phone.
5. If launching CarPlay, see if Android Auto will launch with alternate Android phone.
6. If launching Android Auto, see if CarPlay will launch with alternate iPhone.
7. Perform reset to radio and evaluate functionality.
8. Ensure the Android Auto app & all Google play services on the mobile device are up to date.
9. Re-install the Android Auto app on mobile device.

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