



STAR ONLINE PUBLICATION



Case Number: S258A000009

Release Date: March 2025

Symptom/Vehicle Issue: Apple CarPlay Does Not Complete The First Initial Wireless Connection.

Discussion: Customer may complain the phone does not connect using wireless connection with Apple CarPlay. Subsequent wireless connection attempts may fail as well. The phone will connect using wired USB connection. This issue has been seen on all iPhone using iOS 17.0 and earlier versions. Recommend upgrading to the latest iOS version.

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, eCONTACT or Service Library entry if no solution is found.