



Service Bulletin

File in Section: -

Bulletin No.: PI0086E

Date: June, 2013

PRELIMINARY INFORMATION

Subject: Unexpected Loss of Radio Audio (Radio Goes Silent/No Sound) and Other Blackberry® Phone - Bluetooth® Issues

Models: 2009 Buick Allure
2009-2012 Buick Lucerne
2009-2013 Buick Enclave, LaCrosse
2011-2013 Buick Regal
2012-2013 Buick Verano
2013 Buick Encore
2008-2013 Cadillac CTS, CTS-V
2009-2010 Cadillac XLR
2009-2011 Cadillac DTS, STS (with RPO YQ2 or YQ4)
2009-2013 Cadillac Escalade Models, SRX (with RPO YQ2 or YQ4)
2013 Cadillac ATS, SRX, XTS
2009 Chevrolet TrailBlazer
2009-2010 Chevrolet Cobalt
2009-2011 Chevrolet HHR
2009-2013 Chevrolet Avalanche, Corvette, Equinox, Impala, Malibu, Silverado, Suburban, Tahoe, Traverse
2010-2013 Chevrolet Camaro
2011-2012 Chevrolet Colorado
2011-2013 Chevrolet Cruze, Express, Volt
2012-2013 Chevrolet Orlando
2013 Chevrolet Sonic, Trax
2009 GMC Envoy
2009-2013 GMC Acadia, Sierra, Yukon, Yukon XL
2010-2013 GMC Terrain
2011-2013 GMC Canyon, Savana
2009 Pontiac G8, Solstice, Torrent
2009-2010 Pontiac G5, G6
2009-2010 HUMMER H2, H3
2009 Saab 9-7X
2009 Saturn AURA, SKY, VUE
2009-2010 Saturn OUTLOOK
Equipped with OnStar® RPO UE1 and Bluetooth UPF or UWE

Attention: Advise the customer that they should always have the latest Blackberry® software (via their Blackberry® desktop software) downloaded in their phone. To guarantee future customer satisfaction, inform the customer of the Bluetooth® information that can be found at this internet website: www.gm.com/Bluetooth.

This PI is being revised to add additional 2012-2013 models. Please discard PI0086D.

The following diagnosis might be helpful if the vehicle exhibits the symptoms described in this PI.

Note:

- Unexpected loss of radio audio (radio goes silent/no sound for no reason): See #1 below.
- Other BlackBerry® phone / Bluetooth® issues: See #2 through #8 below.

Condition/Concern

The following is a list of conditions that a customer may comment about. Review the numbered **Conditions** in the list below and then refer to the appropriate numbered **Correction** that follows.

1. Shortly after the customer powers the vehicle and is listening to AM/FM/XM/CD/AUX, audio is lost and the customer can no longer hear the music/audio playing. Music/audio fades to silence for no apparent reason. A BlackBerry® phone is paired to this vehicle, and is within range of the vehicle when this issue occurs. The customer will not know that the phone is causing the loss of radio audio.
2. When using the BlackBerry® phone, the Bluetooth® function fails to connect, does not consistently connect or won't connect to the vehicle even after the customer tries to force a connection from the phone.
3. Audio is not heard in the vehicle with a Bluetooth® phone call although the function previously worked properly. The customer has to transfer to the phone handset to listen to the call.
4. The BlackBerry phone with Bluetooth® on will display an hourglass as if it was connecting to the Bluetooth® feature, but the customer cannot complete the connection to the Bluetooth® feature.
5. The customer receives a continuous request on the cell phone to connect to a device that is no longer shown on the phone, due to the pairing being deleted from the phone but not from the vehicle.
6. The BlackBerry® phone using Bluetooth® will not complete a call when dialing a number from the phone or complete a call through the vehicle's stored nametags in the voice recognition system.
7. With a Bluetooth® call with a BlackBerry® phone, the customer ends the call by pressing the BlackBerry® phone **End Call** button and the vehicle displays **Private Call**.
8. When using the BlackBerry® phone, an incoming call may ring 2-3 times before the ring is heard in the vehicle. It may take multiple presses of the steering wheel controls to answer the call, or to make an outgoing call.

Recommendation/Instructions for Condition #1

Shortly after the customer powers the vehicle and is listening to AM/FM/XM/CD/AUX, audio is lost and the customer can no longer hear the music/audio playing. Music/audio fades to silence for no apparent reason. A BlackBerry® phone is paired to this vehicle, and is within range of the vehicle when this issue occurs. The customer will not know that the phone is causing the loss of radio audio.

The occupant's BlackBerry® phone is sending a phantom message to the vehicle, telling the car that it is in an active call and needs an open voice channel for the conversation. The vehicle audio system is complying with the phone's phantom request. Radio audio is lost as a result so that the conversation can take place via the car's audio system. The problem is the customer has neither placed nor received a call, so radio audio is lost unexpectedly.

1. Confirm the issue and the cause: Take the BlackBerry® phone into the car. Power on the vehicle and make sure the radio is on (music is playing). Wait a few minutes. Once the Bluetooth® connection is established between the phone and the car, you should lose the audio. You may see a Bluetooth® icon in the top right of the radio display screen. Now push any phone hang-up button in the car (on the overhead console, steering wheel, or center stack). If you hear a voice say "call ended", then you know that the phone is causing the problem.
2. Let the customer know that the phone is causing the issue. Advise the customer to check for software updates and download the latest version of software to their phone.
3. Do a soft reboot on the customer's phone.
 - Remove the battery from the BlackBerry® phone for at least 10 seconds.
 - Reinstall the battery.
4. Verify that the problem has been eliminated.

Note: Inform the customer of the cell phone reset process since they may need to do it again sometime in the future.

Recommendation/Instructions for Condition #2

When using the BlackBerry® phone the Bluetooth® function fails to connect, does not consistently connect or won't connect to the vehicle even after the customer tries to force a connection from the phone.

1. Inspect the customer's phone and verify that the **General Motors** vehicle is selected as a: **Trusted Device to Always Connect**.

After the phone has been **paired** to the vehicle, verify the setting in the phone is correct by:

- 1.1. Displaying the phone's: **Bluetooth®** menu.
- 1.2. Observing the: **Device Properties** of the **General Motors** vehicle that is paired.

Note: Selecting **General Motors** as a trusted Bluetooth® device enables the phone to allow the vehicle to automatically connect to the phone when the vehicle ignition is turned to ON/RUN or ACC/ACCESSORY.

- 1.3. Verify the item displayed is: **Trusted: Yes**.

2. To guarantee future customer satisfaction, advise the customer of the following phone pairing instructions (print a copy of this PI if necessary).
 - 2.1. At the phone's main menu press the: **MENU** key.
 - 2.2. Select: **Options**.
 - 2.3. Select: **Bluetooth®**.
 - 2.4. Press the: **MENU** key.
 - 2.5. Select: **Add Device**.
 - 2.6. Select: **Search for Devices**.
 - 2.7. Select: **General Motors**.
 - 2.8. Enter the: **PIN Code** provided by the vehicle.
 - 2.9. Press the: **Trackball** or **Enter** key to submit the code.

Note: You **MUST** perform the following steps:

- 2.10. Observe the: **Prompt** that states: Accept Connection Request from General Motors. Scroll to: **Don't ask this again**. Press the trackball in order to insert a check mark in the box.
- 2.11. Select: **Yes**.
3. **INFORM** the customer that the connection process can take up to two minutes to complete after the ignition is turned to ON/RUN as indicated in the vehicle's Owner Manual.

Recommendation/Instructions for Condition #3

Some customers may comment that they were successfully using Bluetooth® in their vehicle for days, weeks or even months at a time, but suddenly the phone no longer allows phone calls to be heard in the vehicle.

A typical scenario is when a call is being made or an incoming call is received, the Bluetooth® call is ringing in the vehicle but when the call is answered there is no audio. The customer has to transfer to the phone handset to listen to the call.

1. Remove the battery from the customer's Blackberry® phone for at least 10 seconds.

Note: Inform the customer of the cell phone reset process since they may need to do it again sometime in the future.

2. Install the battery in order to reset the cell phone.
3. Verify that the condition has been corrected.

Recommendation/Instructions for Condition #4

The Blackberry® phone with Bluetooth® on will display an hourglass as if it was connecting to the Bluetooth® feature, but the customer cannot complete the connection to the Bluetooth® feature.

Set the Blackberry® phone Bluetooth® Options to the following:

- If the phone has a Contacts Transfer feature, "Contacts Transfer" should be set to: **disabled**.
- If the phone has an Address Book Transfer feature, "Address Book Transfer" should be set to: **disabled**.

Recommendation/Instructions for Condition #5

The customer receives a continuous request on the cell phone to connect to a device that is no longer shown on the phone, due to the pairing being deleted from the phone but not from the vehicle.

- This recommendation involves referring the customer to their vehicle's Owner Manual — Bluetooth® section titled: **Deleting a Paired Phone**.
- Advise the customer that when a paired device is deleted from the cell phone it **MUST** also be deleted from the vehicle.

Recommendation/Instructions for Condition #6

- The Blackberry® phone using Bluetooth® will not complete a call when dialing a number from the phone or complete a call through the vehicle's stored nametags in the voice recognition system.
- If the customer dials a number from the phone, dialing is not heard and the call will not be made.
- The customer may try to use a stored nametag in the vehicle system and the system may respond with: **OK Dialing** and then the call is ended and the vehicle system returns to the previous audio selection such as: AM/FM/XM/CD/AUX that was playing.

1. Remove the battery from the customer's Blackberry® phone for at least 10 seconds.

Note: Inform the customer of the cell phone reset process since they may need to do it again sometime in the future.

2. Install the battery in order to reset the cell phone.
3. Verify that the condition has been corrected.

Recommendation/Instructions for Condition #7

Important: In this condition, if the customer uses the: **Transfer Call** vehicle feature while **Private Call** is displayed when a call **IS NOT** in progress, the previous audio selection may be lost and the display: **Private Call** will remain. If this occurs **ADVISE** the customer that they will have to press the vehicles: **Phone Button** to hear: **Call Ended** to clear this condition.

- With a Bluetooth® call with a Blackberry® phone, the customer ends the call by pressing the Blackberry® phone **End Call** button and the vehicle displays **Private Call**.
 - The call has ended and the vehicle returns to the previous audio selection such as: AM/FM/XM/CD/AUX that was playing but the vehicle system continues to display: **Private Call**.
 - The customer may notice that turning **OFF** the ignition and opening the door will clear the display.
1. Remove the battery from the customer's Blackberry® phone for at least 10 seconds.

Note: Inform the customer of the cell phone reset process since they may need to do it again sometime in the future.

2. Install the battery in order to reset the cell phone.
3. Verify that the condition has been corrected.

Recommendation/Instructions for Condition #8

When using the Blackberry® phone, an incoming call may ring 2-3 times before the ring is heard in the vehicle. It may take multiple presses of the steering wheel controls to answer the call, or to make an outgoing call.

1. Access: Bluetooth® Setup Menu, on the phone.
2. Select: Full Menu.
3. Select: Options.
4. Ensure that: Contact Transfer is disabled.
5. Un-pair **ALL** previously paired devices.
6. Re-pair the phone to the vehicle.
7. Verify that the condition has been corrected.