Preliminary Information

PIC6423 Bluetooth and Phone Projection Worksheet and TAC Template for Service Consultants and Technicians

Models

Brand:	Model:	Model Years:	VIN: from	VIN: to	Engine:	Transmissions:
Buick	Encore GX	2021	All	All	All	All
Cadillac	CT5	2021	All	All	All	All
Cadillac	Escalade	2021	All	All	All	All
Cadillac	CT4	2021	All	All	All	All
Cadillac	XT5	2021	All	All	All	All
Cadillac	XT6	2021	All	All	All	All
Chevrolet	Blazer	2021	All	All	All	All
Chevrolet	Colorado	2021	All	All	All	All
Chevrolet	Malibu	2021	All	All	All	All
Chevrolet	Silverado	2021	All	All	All	All
Chevrolet	Suburban	2021	All	All	All	All
Chevrolet	Tahoe	2021	All	All	All	All
GMC	Acadia	2021	All	All	All	All
GMC	Canyon	2021	All	All	All	All
GMC	Sierra	2021	All	All	All	All
GMC	Yukon	2021	All	All	All	All

Involved Region or Country	**North America**
Additional Options (RPO)	With Infotainment system IOR, IOS, IOT, IOU, IOV
Condition	This document serves as an aid for what information service consultants and technicians should gather from both the customer and the vehicle before and during the diagnosis of any Bluetooth or Phone Projection concerns, including Android Auto and Apple CarPlay. If you determine it is necessary to contact GM TAC for Bluetooth or Phone Projection concerns, including Android Auto and Apple CarPlay concerns, please include the Bluetooth or Phone Projection TAC Template in your TAC DCM case. The template is located below the Diagnostic Aids.

Correction:

Service Procedure

If you experience a Phone Projection issue

1. Use these steps to determine if the device is connected over Android Auto, Apple CarPlay, or Bluetooth:

2. Steps:
   a. Open Settings.
   b. Select System.
   c. Select Phones.
   d. The Connected device list shows which connection method is being used.
      -Android Auto connection
      -Apple CarPlay connection
      -Bluetooth connection (no connection type listed, just "Outgoing and Incoming calls" or "Incoming calls")
   e. If you are still not sure, please take a picture and upload to TAC case through DCM.
1. If the connection is Android Auto or Apple CarPlay, note if it is wired or wireless.
   a. You can confirm its wired projection:
   b. If its connected via USB.
   c. If projection session is disconnected after disconnecting via USB.
2. Please check Device OS version and app version. (these steps will vary by phone manufacturer and OS version)
3. If its an Android Auto issue.
   a. Device type. (e.g.: Galaxy 10+)
   b. Android OS version:
1. Open the Settings app.
2. Select About Phone.
3. Select Software information.
4. Android version shows the version of Android running on the device.

Android Auto version:
1. Open the Settings app.
2. Select Apps.
3. Select Android Auto.
4. At the bottom of the screen is the app version. (e.g.: Version 5.4.502264-release)

If its a CarPlay issue.

1. Device version. (e.g.: iPhone7, iPhone XR)
2. iOS version:
   c. Enter phone Settings.
   d. Select General.
   e. Select About.
   f. Software Version shows the iOS version.
   g. Please check if its vehicle Demo Mode. (not applicable to RPO IOR)

Cadillac shown, Buick, Chevrolet and GMC similar.

If you experience a wireless CarPlay connection issue:
1. Please check if its a newly paired device or reconnection of existing device.
2. Reboot the phone and see if the concern continues.

Important:If you experience an audio quality issue, with any connection method, here are some additional checks

1. Does the concern happen when parked or only when driving? If so pleased record the location
2. If the issue is with music streaming:
   a. Which music service/app has the concern?
   b. Is it happening with music stored on the device or streaming from the app?
      - If streaming, is the device connected to the vehicle WiFi hotspot or using its own data connection?
      - What is the cellular signal strength of the device providing the data connection?
3. Is the issue involving a phone call? If so what is the cellular network strength?

Diagnostic Aids
1. Wireless projection is connected via WiFi. If the vehicle passes a WiFi interference area, audio quality and latency issues can be observed.
2. Bluetooth is required to reconnect. The vehicle connects to the phone with Bluetooth then makes the WiFi connection.

Bluetooth or Phone Projection TAC Template

1. Which connection method is being used?
2. If the connection is Android Auto or Apple CarPlay? (wireless /wired):

    a. Android OS version -
    b. Android Auto version -
    c. iOS version -
3. Is it in vehicle Demo Mode? (not applicable to RPO IOR) (Y/N)

If you experience a wireless CarPlay connection issues:
1. Is it newly paired or reconnected device?
2. Does concern continue after device Reboot? (Y/N)

For audio quality concerns:
1. Does it happen when parked or driving? If so record the location.
2. If the issue is with music streaming:
    a. Which music service/app has the concern?
    b. Is it happening with music stored on the device or streaming from the app?
    c. If streaming, is the device connected to the vehicle WiFi hotspot or using its own data connection?
    d. Record the cellular signal strength of the device providing the data connection. (# of bars) -
3. Is this issue is involving a phone call? If so record the cellular signal strength. (# of bars) -

Version History

Version	1
Modified	12/08//2020 - Created on.