



Service Bulletin

Bulletin No.: 19-NA-270

Date: November, 2019

TECHNICAL

Subject: Phone Ringer Volume Turned Down or Too Quiet

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore GX	2020	2020			All	All
	LaCrosse						
	Verano						
Cadillac	CT6	2019	2020				
	XT4	2019					
	XT5	2020					
	XT6	2020					
Chevrolet	Blazer	2019	2020				
	Camaro	2019					
	Colorado	2019					
	Equinox	2019					
	Malibu	2019					
	Silverado	2019					
	Traverse	2020					
	Volt	2019	2019				
GMC	Acadia	2020	2020				
	Canyon	2019					
	Sierra	2019					
	Terrain	2019					
Holden	Acadia	2019	2020				
	Equinox						

Involved Region or Country	United States, Canada, Mexico, Australia, New Zealand, N.A. Export Regions
Additional Options (RPOs)	Equipped with Infotainment System IOS, IOU or IOT
Condition	Some customers may comment that their Apple iPhone phone ringer volume is too low. This may stem from one of two conditions: 1. A customer may comment their phone ringer is being turned down, has changed to mute, or that they are missing incoming calls after exiting a vehicle that it was previously Bluetooth connected to. 2. A customer may comment of an intermittent low ringer volume in-vehicle in which the phone's ringer may be louder than the ring tone coming from the vehicle speakers.
Cause	The cause of the condition may be incorrect phone settings, or by phone behavior when connected to a radio that does not allow remote audio volume control.

Correction	The correction is dependent on which condition is occurring: 1. Change the phone settings to disable the <i>Change with Buttons</i> feature, then turn the <i>Ringer and Alerts</i> volume up to the desired level. 2. No fix information is available. Supplier engineering has root caused the issue to a device misbehavior. The issue has been reported to the phone manufacturer.
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Service Procedure

Tips:

1. Some Apple iPhones have a feature called *Attention Aware*. If you are verifying the correction for Condition 1, it is important to be aware of that feature. If the phone detects that you are looking at it, one action of this feature is to lower the ringer when there is an incoming call. This bulletin will not cover disable steps, but some customers may wish to also consider disabling that feature as well if low ringer volume continues to be a concern when facing the device. Disabling these features does not make any change to Condition 2.
2. Condition 1 has NOT occurred on other phone operating systems. Comments have been received that most phones have volume leveling when Bluetooth paired to this radio. This may cause confusion when the Bluetooth connection has been made and the Volume popup shows the volume being decreased. This does not turn down Ringer volume unless *Change with Buttons* is enabled. The reason this causes the Apple ringer volume to reduce is due to the *Change with Buttons* setting locking or synchronizing all volume controls into one. Other non-Apple products do not lock/synchronize their volumes together in this manner. Disabling *Change with Buttons* unlocks/un-synchronizes the ringer volume from other volumes in the Apple iPhone.

Condition 1):

Important: Do NOT replace any part for this condition.

1. On the customer's Apple iPhone, enter phone *Settings*.
2. Select *Sounds & Haptics*.
3. Disable *Change with Buttons*.
4. Turn the *Ringer and Alerts* volume back up to the desired level.



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Condition 2):

Important: Do NOT replace any part for this condition.

1. No fix information is available. Supplier engineering has root caused the issue to a device misbehavior. As remote audio volume control is not supported in these radios, the responsibility is on the phone to send the audio with high intensity. The issue has been reported to the phone manufacturer.

Parts Information

No parts are required for this repair.

Version	1
Modified	Released November 21, 2019