

# Technical Service Bulletin



## 91 Audi music interface (AMI): iOS cable compatibility overview

91 14 69 2038824/1 November 4, 2014.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2007 - 2016	All	Audi music interface (AMI)

## Condition

The following message appears on the MMI display: "Device or cable type not supported".

## Technical Background

The "Device or cable type not supported" message may be displayed when the wrong AMI cable type is used. See the *Service* section of this bulletin for an overview of the AMI cables that support iOS devices.

## Production Solution

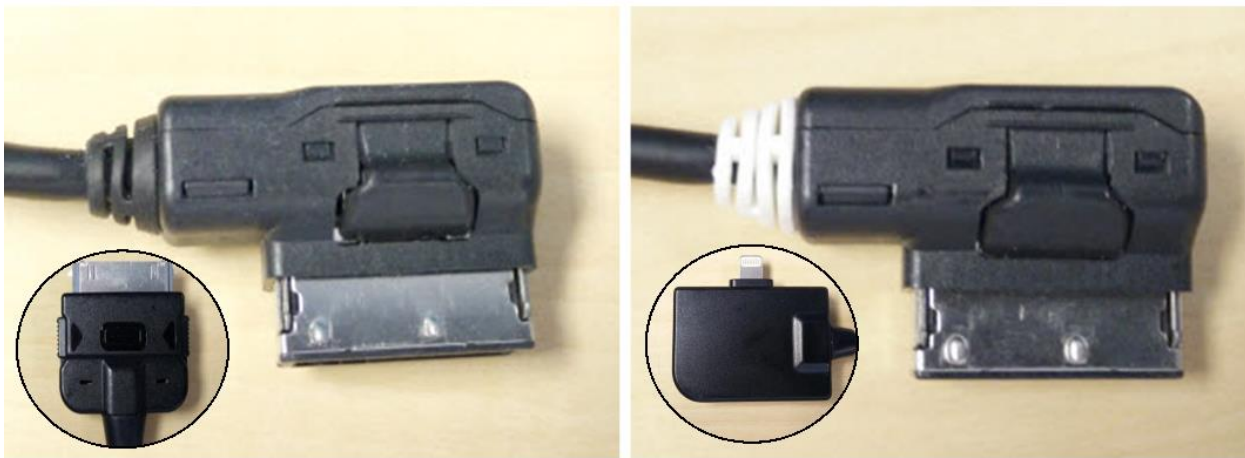
Not applicable.

## Service

Use the following cable overview to resolve compatibility issues, and share this information with the customer. Additional information can be found in the attached “AMI Cable Overview” document.

### AMI cable support for:

- MMI2G Navigation (MY 2007 - 2009)

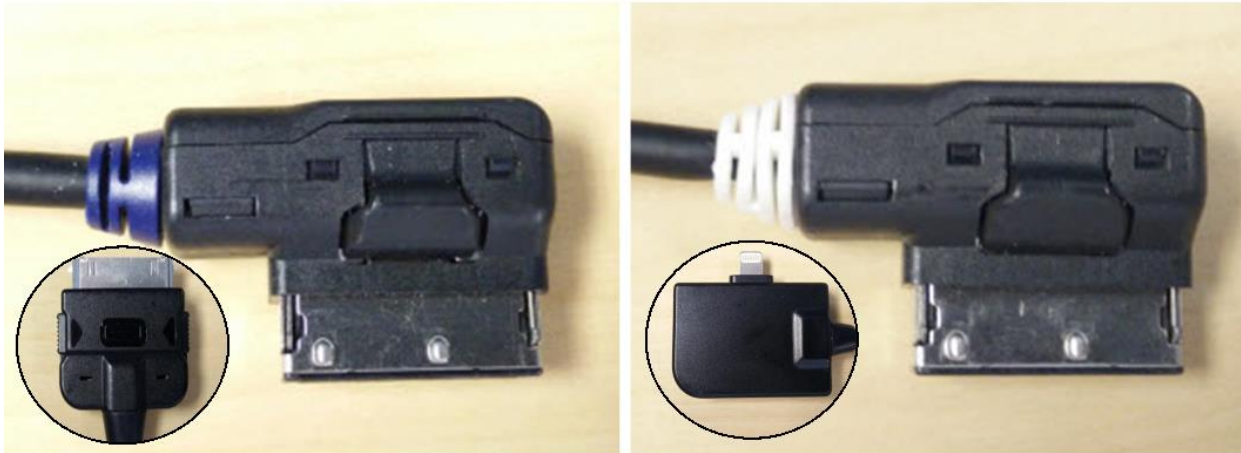


**Figure 1.** From left to right: Black grommet cable with Apple 30-pin dock connector and white grommet 8-pin AMI Lightning™ adapter cable.

The Audi Music Interface has existed since the MMI2G system was developed. The MMI2G system only supports the black grommet cable with Apple 30-pin dock connector and the white grommet 8-pin AMI Lightning™ adapter cable (Figure 1).

## AMI cable support for:

- MMI3G Navigation/Symphony Radio (MY2009 - 2012)
- RNS-E Navigation (MY2010 - current)
- Concert Radio (MY2009 - current)
- MIB Standard (MY2015 - current)



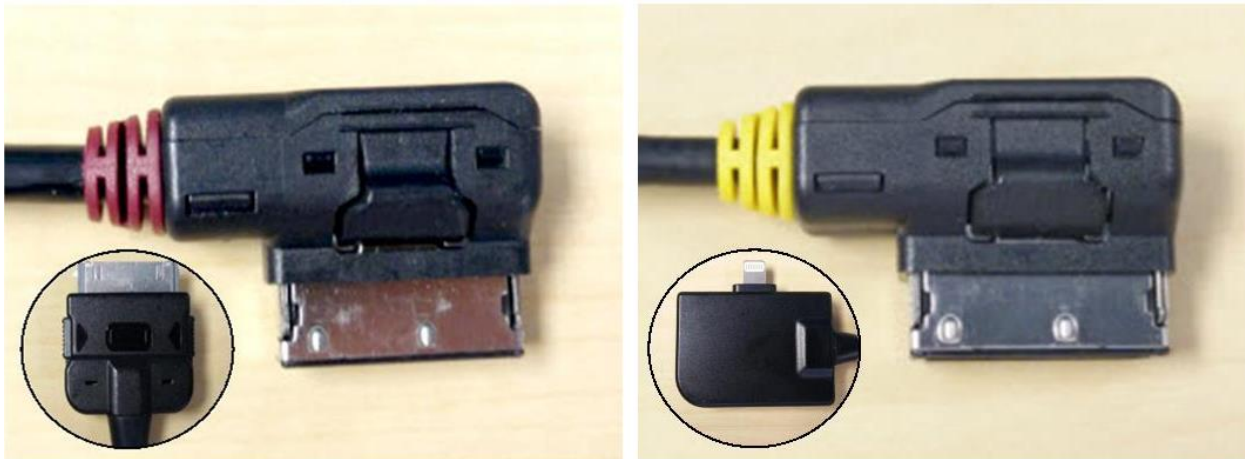
**Figure 2.** From left to right: AMI cable with blue grommet and 30-pin dock connector and white grommet 8-pin AMI Lightning™ adapter cable.

The MMI3G system was the first system to support the new AMI cable with the blue grommet (Figure 2), which has an additional data transfer line between the iOS device and the AMI module. The additional data transfer line ensures faster detection when the iOS device is plugged in and unplugged.

With the introduction of the new Apple 8-pin Lightning™ connector (Figure 2), Audi introduced new AMI cables to support those devices. Systems that support the blue grommet 30-pin AMI cable also support the white grommet 8-pin AMI Lightning™ cable.

## AMI cable support for:

- MMI3G+ Navigation and RMC Radio (MY2010 - current)
- MIB High (MY2015 - current)



**Figure 3.** From left to right: AMI cable with red grommet and 30-pin dock connector and yellow grommet 8-pin AMI Lightning™ adapter cable.

The MMI3G+ system was the first to support the new AMI cable with the Red grommet (Figure 3). The Red grommet cable supports the analog video and album art transfer between certain iOS devices and the MMI.

The AMI Lightning™ cable with the yellow grommet (Figure 3) also supports album art transfer in MMI3G+/RMC, but it does not support analog video transfer as video playback is no longer supported by Apple devices with the 8-pin Lightning™ connector.

The MMI3G+ and MIB High systems also support the blue grommet cable (Figure 2), but no album art is transferred through this cable. (However, in MIB High, album art is stored on the internal MMI hard drive in the Gracenote database. Therefore, album art for some albums may be displayed from the hard drive when the blue grommet cable is used if the album art is stored in the Gracenote database).

For the MIB High system only, album art transfer via the AMI Lightning™ cable is not supported due to potential system performance issues. This feature has only been disabled with the yellow grommet cable when used in conjunction with the MIB High system (with or without Audi Connect). (However, in MIB High, album art is stored on the internal MMI hard drive in the Gracenote database. Therefore, album art for some albums may be displayed from the hard drive when the yellow grommet cable is used if the album art is stored in the Gracenote database).

If the customer would like to retain the album art transfer via the cable, the customer must use the red grommet cable and the official Apple 30-pin to 8-pin Lightning™ adapter (Figure 4). (Aftermarket 30-pin to 8-pin adapters are not guaranteed to work and often have incorrect firmware.)



**Figure 4.** Official Apple 30-pin to 8-pin Lightning™ adapter.

## Warranty

This TSB is informational only and not applicable to any Audi warranty.

MMI system software and firmware updates or parts replacement are not covered under warranty.

## Required Parts and Tools

Part Number	Part Description	Quantity
4F0051510L	30-pin AMI cable with a black grommet	As needed
4F0051510AG	30-pin AMI cable with a blue grommet	As needed
4F0051510AJ	30-pin AMI cable with a red grommet	As needed
4F0051510AC	8-pin AMI cable with a white grommet	As needed
4F0051510AL	8-pin AMI cable with a yellow grommet	As needed
4F0051510AM	8-pin AMI cable with a yellow grommet packaged with an additional USB female AMI Cable	As needed

## Additional Information

Additional AMI related Service Bulletins related to potential customer complaints:

- TSB 2016513 91 Audi Music Interface (AMI): iPod-related complaints.
- TSB 2018131 91 Audi Music Interface (AMI): Use of iPhone
- TSB 2033780 91 MMI3G\_ Videos cannot be played via AMI with new "I" devices

All parts and service references provided in this TSB (2038824) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.