



# Tech Tips

TT 91-16-13

Date: September 2, 2016

2016 Tiguan, Jetta, Passat, Beetle, Beetle Convertible, CC, Golf, eGolf, GTI, Golf R – MIB2 - Apple CarPlay Connection Diagnostics

**October 21, 2016: Update to Service Information.**

On cars with a single USB port, the Apple authentication chip is in the USB port. On cars with 2 USB ports (one front and one rear), the authentication chip is in the USB hub. CarPlay will not work from a rear USB port. For static connection issues with no faults, no cable issues and **no debris in the phone's cable port**, swapping the USB port or hub with a known good part should be the first step in diagnosis.

If connection issue occurred after an iOS update, ensure that CarPlay is switched ON in the CarPlay settings on the phone.

When encountering intermittent CarPlay connection issues, it's important to test with the customer's phone. Once an issue with the USB cable, USB port and USB hub (if equipped) has been ruled out, there's a good possibility the issue lies with the phone or the phone's iOS software. Before replacing any parts, follow these steps:

1. Restore "Factory Settings" on the radio.
2. Delete all vehicle profiles from the CarPlay app settings on the customer's phone (this is found under the General Settings menu on the phone).
3. Ensure the customer's phone is at the latest iOS software level.
4. Restart the customer's phone.
5. Inform the customer that when disconnecting the phone from the USB cable, the best practice is to select the "Disconnect" icon from the main AppConnect screen.

iOS software can be sensitive. Following these steps, especially restarting the phone, every once in a while will ensure a more consistent connection.