Technical Service Bulletin

PSS 91 MMI screen goes blank after iPhone is connected to USB port

91 16 45 2044130/2 June 6, 2016. Supersedes Technical Service Bulletin Group 91 number 16-43 dated May 6, 2016 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2017 - 2019	All	Audi smartphone interface
Q7	2017 - 2019	All	Audi smartphone interface

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
2	-	Revised *Condition* (Added condition) Revised *Service* (Added temporary workaround)
1	5/6/2016	Initial publication

In vehicles with Audi smartphone interface (ASI), one or both of the following conditions is present:

- The MMI screen goes blank when an iPhone is connected to the USB port.
- The CarPlay screen goes blank after the park aid button is pressed to exit the reverse camera.

Technical Background

A known MMI software startup concern with iOS 9.X can cause the issues. If the customer's iPhone is connected before the car is started, the issues can occur. Typically, the process can be repeated if the iPhone is first connected to the USB port, then the vehicle is started within 1-2 seconds after the iPhone is connected. The condition can be sporadic.

Production Solution

Not applicable.

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Service

1. Explain to the customer that a solution is forthcoming and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.

2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links>>Service*), or through the Technical Assistance page in Elsa.

3. As a temporary workaround, ask the customer to:

   - **If the screen goes blank when CarPlay is accessed immediately after the car is started:** Connect the iPhone <u>after</u> the car is started and while the transmission is still in the park position.

   - **If the screen goes blank after the park aid button is pressed:** Allow the MMI to automatically switch the camera off when the car begins moving forward instead of pressing the park aid button while the reverse camera image is still displayed in the MMI screen. If the park aid button is pressed while the reverse image is still displayed, the USB connection will need to be disconnected and reconnected at the phone or USB port to restore CarPlay functionality.

Warranty

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

Additional Information

All parts and service references provided in this TSB (2044130) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.