



Technical Tip

Topic	91-16-13TT – MIB2 - Apple CarPlay Connection Diagnostics
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Volkswagen
Date	November 3, 2017

Condition

ATTENTION:
THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN.
TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.

MIB2 - Apple CarPlay Connection Diagnostics

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Tiguan, Tiguan LWB, Jetta, Beetle, Beetle Convertible, Golf, eGolf, GTI, Golf R, Golf Sportwagen, Passat, Atlas	2015-2018	All	All	All	All
CC	2015-2017	All	All	All	All

Technical Background

On vehicles with a single USB port, the Apple authentication chip is in the USB port. On vehicles 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
- 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.

Service

If connection issue occurred after an iOS update, ensure that CarPlay is switched ON in the CarPlay settings of 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 customer's phone or the phone's iOS software.



Before replacing any parts, follow these steps:

1. Restore “Factory Settings” in 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. Lock the vehicle with the key. Move the key away from the vehicle so it is not picked up by any KESSY antenna. Wait up to 2 hours to allow the bus to go sleep before testing connection again.
6. 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 inconsistent. Following these steps, especially restarting the phone, every once in a while will ensure a more consistent connection.

Additional Information

Revision History		
Revision Number	Released Date	Reason For Update
2045267/6	11/3/17	Update to models and model year applicability.
2045267/5	6/30/17	Update to MIB2 information to include 2015 & 2017 model year.
2045267/4	6/21/17	Update to latest standard.
2045267/3	11/4/16	Update to service information.
2045267/1	9/2/16	Original publication.

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