

Technical Service Bulletin

91 MIB2 High: iPod Classic or Nano is not recognized when connected to AMI via USB with error message "Not Supported"

91 17 49 2047965/2 September 8, 2017. Supersedes Technical Service Bulletin Group 91 number 17-29 dated May 25, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2017 - 2020	All	MIB2 High

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title (Updated with more information) Revised header data (Added models and model years) Revised <i>Condition</i> (Included reference to iPod Nano with lightning connector being no longer supported and added screenshot of error message) Revised <i>Technical Background</i> (Updated generations included) Revised <i>Service</i> (Updated generations included)
1	05/25/2017	Initial publication

The customer states that the iPod or iPhone is not recognized by the MMI when connected to the Audi Music Interface over USB. The MMI will show a greyed out message of "Not Supported" (Figure 1). The customer's Apple iPod Classic/Touch/iPhone device has a 30-pin dock connector (Figure 2) or the iPod is a Nano with lightning connector. The vehicle has MIB2 MMI hardware with Navigation.



Figure 1. Error message, "Not Supported"



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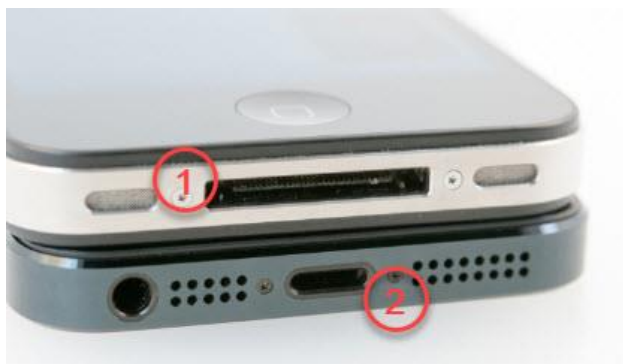


Figure 2. (1) 30-pin dock connector; (2) 9-pin lightning connector

Technical Background

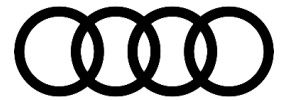
Since the introduction of the new MIB2 MMI hardware architecture starting with vehicles built on or after CW45/16 (CW52/16 for MY18 Q5), the Apple iPod Accessory Protocol 1 is no longer supported (iAP1). The only MMI supported Apple devices are the devices with a 9-pin lightning connector (Figure 2) which support the Apple iPod Accessory Protocol 2 (iAP2), with the exception of the iPod Nano 7th/8th generation.

Apple iPod Accessory Protocol 1 (iAP1) devices which are no longer supported are the following devices, but not limited to:

- iPod Touch Generation 1-4 (30-pin dock connector)
- iPod Classic (30-pin dock connector)
- iPod Video (30-pin dock connector)
- iPod Nano (including 7th/8th generation with lightning connector)
- iPod Shuffle (3.5mm to USB connector)
- iPhone Generation 1-4 (30-pin dock connector)

Vehicles with the latest generation MIB2 MMI Hardware which no longer support iAP1:

- 2017 TT since CW45/16
- 2017 R8 since CW45/16
- 2017 A3 since CW45/16
- 2017 A4 since CW45/16
- 2017 A6/A7/S6/S7/RS 7 since CW45/16
- 2017 Q7 since CW45/16
- 2018 A5/CAB since CW45/16



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- 2018 Q5 since CW52/16 (A select few Q5 vehicles built up to CW21/17 are also included)

Production Solution

Not applicable.

Service

Explain to the customer the information in the Technical Background. Using a 30-pin to 9-pin Lightning adapter will not resolve the concern. There is no work around for this concern due to the issue with the older devices not being able to support the iAP2 protocol. The MMI can only support the iAP2 protocol for devices with a lightning connector (with the exception of the iPod Nano 7th/8th generation, which are also not supported).

Warranty

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

Additional Information

All parts and service references provided in this TSB (2047965) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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