



Technical Service Bulletin

91 Apple CarPlay cannot be started or MMI screen goes blank after iPhone is connected to USB

91 18 81 2050569/1 February 28, 2018.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, A4, A5, and Q5	2017	All	MIB2 High Scale

Condition

Customer states:

- After reversing the Audi smartphone interface (ASI) menu cannot be selected any more, although the music is still playing (Figure 1). The customer has the MIB2 High Scale infotainment system (PR Code 7UH) and the vehicle is built after CW22/16.

Or

- MMI screen goes blank after connecting iPhone to USB and the customer has the MIB2 High Scale infotainment system (PR Code 7UH). The vehicle is built after CW22/16.



Figure 1. Audi Smartphone Interface menu.

Technical Background

The MIB2 High Scale infotainment system (PR Code 7UH) has a known software issue which can cause the MMI screen to either turn black when Apple CarPlay is initialized or can cause an issue where the user can no longer start Apple CarPlay. When the Apple CarPlay menu option is selected the screen will flash briefly to a blank screen and then return to the main menu as seen in Figure 1. The software update provided only applies to cars built after CW22/16. For cars built before CW22/16, please see the following TSBs:

- TSB 2044130: PSS 91 Apple CarPlay cannot be started or MMI screen goes blank after iPhone is connected to USB.
- TSB 2046294: 91 Bluetooth call distorted audio or black screen for Apple CarPlay after using backup camera, to update the MMI software.

Production Solution



Technical Service Bulletin

New MMI software introduced into series production starting CW22/17.

Service

Required equipment:

- ODIS Tester
- SVM code
- MIB2 High Scale Software update on SD Card (see *Required Parts and Tools* or Download the software from MirrorServer using the SD Creator Program)

Time to complete update:

Approximately 30-60 minutes (includes 20-50 minutes for the software update and 10 minutes for the SVM work)

Service work:

Update the MIB2 High Scale infotainment system using either Method 1 or Method 2 according to TSB 2050565: *91 MIB2 High Scale Software Update Instructions (PR Code 7UH)* and use SVM code MHS2US1242AU.

Method 1: Automated update using ODIS

Method 2: Manual update due to SVM code or Server issues



Warning:

Do not attempt this update to vehicles built prior to CW22/16. Doing so can damage the MMI system, which can only be fixed by replacing the MMI hardware. This type of replacement is not covered under Warranty.

Warranty

For warranty claim information, see the warranty table located in TSB 2050565: *91 MIB2 High Scale Software Update Instructions (PR Code 7UH)*.

Required Parts and Tools

Part Number	Part Description	Quantity
4M0 906 961 BG	MMI software update (SD Card) – Or download via SD creator Software	01 (Shop tool)



Technical Service Bulletin

Additional Information

The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2044130: *PSS 91 Apple CarPlay cannot be started or MMI screen goes blank after iPhone is connected to USB.*
- TSB 2046294: *91 Bluetooth call distorted audio or black screen for Apple CarPlay after using backup camera, to update the MMI software.*
- TSB 2050565, *91 MIB2 High Scale Software Update Instructions (PR Code 7UH).*
- TSB 2047812, *00 SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*

All part and service references provided in this TSB (2050569) are subject to change and/or removal. Always check with your Parts Dept. and service manuals for the latest information. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

©2018 Audi of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.