

Apple CarPlay Interrupted After Reverse Camera Engages

Vehicles Affected

Model	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Panamera	2017-2018	971	N/A	N/A

Revision History

Revision	Release Date	Changes
1	April 10, 2017	Original document

Condition

The customer experiences an interruption in Apple CarPlay service after selecting the reverse gear. In other words, after the PCM screen displays the reverse camera, the PCM screen will not display Apple CarPlay until the user re-sets the PCM (perhaps by cycling the ignition).

Technical Background

This is a software bug that exists in iOS versions before 11.3.

Service Information

The customer's iPhone should have iOS version 11.3 (released March 29, 2018) or higher. Instruct the customer to download and install the latest operating system.

Warranty

As always, be sure to document the repair completely in PQIS. For this repair, please code the "cause" as follows:

Cause location: 9942N Apple CarPlay
Cause symptom: 1613 No function occasionally

Search Items

Apple; CarPlay; PCM; screen; display; reverse; camera

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