



Technical Service Bulletin

91 Apple CarPlay: No audio when listening to SXM, FM, or AM

91 18 97 2051241/1 May 4, 2018.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2017 - 2020	All	With Audi Smartphone Interface (ASI)

Condition

The customer states while listening to SiriusXM Satellite Radio, FM Radio, or AM Radio, there is no audio heard after ending a phone call when connected to Apple CarPlay. When adjusting the volume the customer sees a message on the MMI screen of “Phone call”, which indicates the phone call audio is still active even after the call has ended (Figure 1).



Figure 1. “Phone call” audio control with no sound.

Technical Background

The issue only occurs when the following conditions exist:

- The customer’s iPhone is connected to the MMI via USB and Apple CarPlay is active.
- The customer is listening to either SiriusXM Satellite Radio, FM Radio, or AM Radio.
- The customer ends an *incoming* phone call which was received via Apple CarPlay.

The issue is a known Apple CarPlay software bug which is present in iOS 11.X and 10.X. Apple has confirmed the fix for this condition is planned for iOS 12.X. This release is planned for late summer to early fall of 2018.

Production Solution

Not applicable.



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Service

The customer expectation is that after an incoming call is ended, the audio control and sound would return to the last used media source, which is SiriusXM, FM, or AM radio in this scenario.

Please communicate these work-around solutions to the customer.

Temporary Work-Around Solutions:

- Once the condition is present, the customer can resume audio from SXM/FM/AM by switching to Apple CarPlay and playing audio from any music source within Apple CarPlay. For instance, start a song using the Apple Music App, Spotify, or Pandora. The customer can simply start and stop the song. Doing so allows CarPlay to properly release the audio to the MMI. From there the customer can switch back to the MMI radio source they were originally listening to (SXM/FM/AM).

OR

- The customer must disconnect and reconnect the USB cable and then can they select SXM/FM/AM and continue listening to the original radio source. This should only be done under safe conditions, or by a passenger, and should never be performed while driving.

Warranty

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

Additional Information

All parts and service references provided in this TSB (2051241) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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