



Technical Tip

Topic	91-18-06TT – Apple CarPlay Not Available in the App Connect Menu
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Volkswagen
Date	August 24, 2018

Condition

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

Apple CarPlay not available in the APP connect Menu

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All	2016-2018	All	All	All	All

Technical Background

The customer may have a concern that Apple CarPlay is not shown as an option in the APP menu of the infotainment system. Android Auto and Mirrorlink are displayed and can be selected.

Service

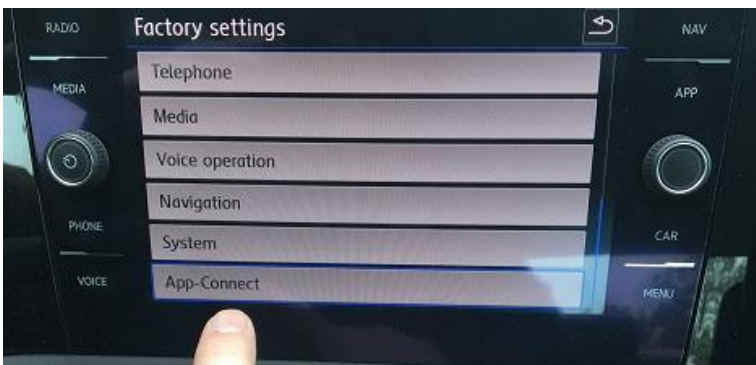
Before replacing any parts, follow these steps:

1. With the ignition ON, press the Setup or Menu button on the infotainment display screen, depending on the installed MIB unit.
2. For vehicles with a Setup button, select Factory Settings. For vehicles with a Menu button, select Settings, then Factory Settings.
3. Scroll down in the menu and find 'App-Connect'.
4. Select APP Connect. You will then see a message, "Are you sure you want to reset the settings for 'App Connect'?"
5. Select RESET.
6. Once the reset is complete, enter the APP menu on the display screen by pressing the APP button. Verify CarPlay is now shown.
7. If shown, connect to CarPlay using an i-Phone and approved cable to verify proper operation.



SET UP Button example:



MENU Button example:



Additional Information

Revision History		
Revision Number	Released Date	Reason For Update
2052267/1	8/24/18	Original publication.

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