

Audio 20: Apple CarPlay displays pixelated image

Topic number	LI82.85-P-069318
Version	2
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	01-30-2019
Validity	MODEL 176, 292, 166, 242, 246, 156, 172, 117, 205, 253 with code: U14, U16
Reason for change	Incorrect iPhone software version number
Reason for block	

Complaint:

the Apple CarPlay display may be pixelated after performing a software update of the iPhone (see attachment).

Attachments	
File	Description
CARPLAY SCREEN BLURRED.jpg	CarPlay image after software update

Cause:

iPhone software issue.

Remedy:

Update the iOS to version 12.1.X or higher, power off the affected iPhone and turn it on again.

NOTE: Due to the constant iOS software updates by Apple, to maximize compatibility with our vehicle telematics system, you must power the affected iPhone OFF and back ON again after every upcoming iOS update to the affected iPhone.

Symptoms
Communication/information / Entertainment / iPod / Not detected
Communication/information / Entertainment / iPod / Not charging
Communication/information / Entertainment / iPod / Not operable via multifun. steer. wheel
Communication/information / Entertainment / iPod / Display illumination reacts slowly

Control unit/fault code		
Control unit	Fault code	Fault text
A2 / A40/3 / A26/17 - Audio or COMAND, A40/3 / A26/17 - Audio or COMAND (Audio) (HU5)	-	-

XENTRY TIPS

A2 / A40/3 / A26/17 - Audio or COMAND, A40/3 / A26/17 - Audio or COMAND (Audio) (HU5_ENTRY)	-	-
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Attachments

CARPLAY SCREEN
BLURRED.jpg:

