

# MIB II Troubleshooting

## Apple Carplay

### Operation:

- Relies on an authentication chip that is located in the USB port on single USB vehicles, or in the USB hub on vehicles equipped with multiple ports
- The user can connect a device to the vehicle and use the App Connect functions without downloading an application or having to create an account
- Susceptible to connection issues as it relies heavily on the data transfer between the customer's device and the MIB II system

### Concerns:

- The MIB II unit will reboot while a device is connected to the USB port
- Intermittent connectivity
- Functionality concerns with the MIB II system while a device is connected, but not necessarily using App-Connect

### Causes:

- Connection concerns can usually be traced back to the customer's device or the cable that the customer is using:
- An aftermarket cable with a poor data transfer rate
- An OEM cable that is damaged/internally shorted
- If the data from the Apple device is not received properly through the USB port, the authentication chip cannot verify that this is in fact an Apple device and will usually cause the device to not connect or may even cause the MIB to lock up/reboot

### Recommendations:

- Recommend a factory cable
- Recommend a cable that is not worn or damaged
- MIB has the most current software level
- Customers device to be powered down regularly and software at most current level

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## Bluetooth Connectivity

### Concern:

- The customer is unable to place phone calls or calls may have connection issues
- The functionality of particular applications

### Causes:

- Many of these concerns may be traced back to the customer's device

### Recommendations:

- Check [Knowyourvw.com/Bluetooth](http://Knowyourvw.com/Bluetooth) to assure the device being used is approved for the MIB II unit in the vehicle
- If not, functionality will be limited, if the device functions at all
- Cycle power regularly and make sure that the MIB has the most current software level

## App Usage

### Concern:

- Applies to Apple CarPlay, Android Auto, and Bluetooth functionality
- If the customer has many applications open in the background, this can take away from the available system resources of the device and may cause a break down in data transfer

### Recommendations:

- Turn off locating services in active apps and limit app activity when connected to a vehicle
- Cycle power regularly and make sure that the MIB has the most current software level

## Vehicle Start-Up

### Concern:

- Intermittent rearview camera
- Radio locks

### Cause:

- Not allowing the infotainment system to fully boot up before using vehicle functions

### Recommendations:

- Allow the Infotainment system to fully boot up before using the vehicle function
- This also includes connecting USB cables and devices to the vehicle before start up
- If the device is transmitting data before the infotainment system is fully booted, this can create functionality concerns as the MIB unit may not be able to process the incoming data correctly.