

Audio 20: Apple CarPlay displays pixelated image

Topic number	LI82.85-P-069318
Version	4
Function group	82.85 Navigation and Communication system (CNS, ICS, COMAND, FleetBoard)
Date	04-02-2019
Validity	MODEL 176, 292, 166, 242, 246, 156, 172, 117, 205, 253 with code: 14U, 16U
Reason for change	Remedy adjusted
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:

Potential iPhone software issue.

Remedy:

Power the affected iPhone off and on again (i.e. hold the side button until the slider appears, slide icon to the right)

If restarting does not remedy the complaint, the customer should carry out the following steps:

- 1.) Perform iPhone backup via iCloud
- 2.) Reset smartphone and configure as new smartphone (Settings -> General -> Reset -> Erase all Content and Settings)
- 3.) If the newly configured smartphone does not experience the complaint, restore the smartphone data from backup

If issue still occurs after these measures please open a PTSS case with the following information:

- initial quick test and Audio 20 control unit log (ensure Audio 20 software is up-to-date)
- iPhone model and software level

Symptoms

XENTRY TIPS

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

Attachments

CARPLAY SCREEN
BLURRED.jpg:

