Topic	91-18-15TT - Apple Car-Play Initialization Failure
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Volkswagen
Date	November 16, 2018

Condition

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

Apple Car-Play Connection Initialization Failure

| Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All	2016-2019	All	All	All	All

Technical Background

Apple Car-Play will not initialize after connection is made.

Service

Beginning with iOS 11.4.1, customers attempting to use Car-Play may experience an initial failure of the feature to initialize after plugging in their device. This condition will occur if the device has not been unlocked for one hour prior to connecting to the vehicle. Simply unlocking the device will then permit normal operation.

However, it is possible to prevent this initial lockout from occurring by performing the following steps in the device:

- Enter the *Settings* menu in the iOS device.
- Select *Touch ID & Passcode.*
- Enable (toggle on) the *USB Accessories* feature.
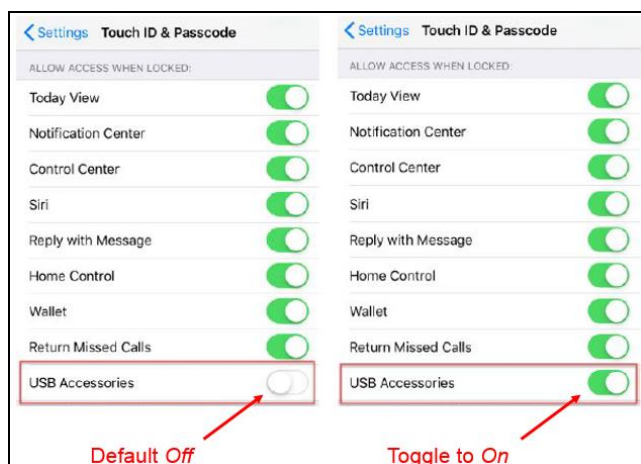
Additional Information

Revision History

Revision Number	Released Date	Reason For Update
2052993/1	11/16/18	Original publication.