

**91-18-06TT - Apple CarPlay® Not Available in the App Connect Menu or Android Auto™ Does Not Work**

Release date: 05/15/2020

Condition

ATTENTION:

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

Applicable Vehicles

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All	2016 - 2020	All	All	All	All

Revision Table

Instance Number	Published Date	Version Number	Reason For Update
2052267/2	5/15/20	91-18-06TT	Update to model year applicability, technical background and test plan.
2052267/1	8/24/18	91-18-06TT	Original publication.

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. Another concern may be that Apple CarPlay works, but Android Auto is not functioning / cannot connect.

Service

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 iPhone and approved cable to verify proper operation. If the concern was with Android Auto, retest the functionality.



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SET UP Button example:





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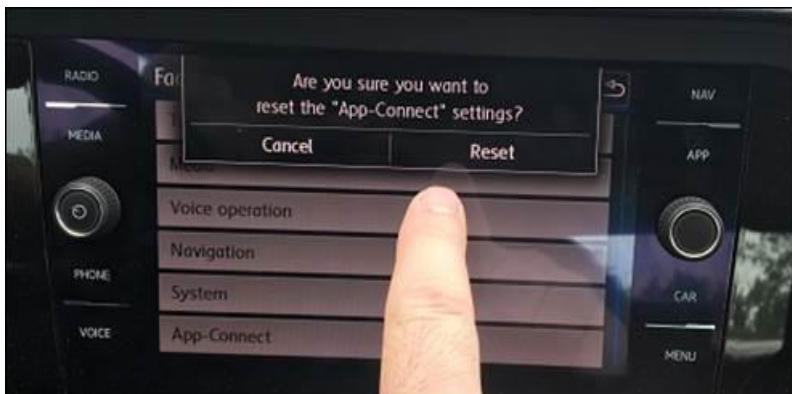
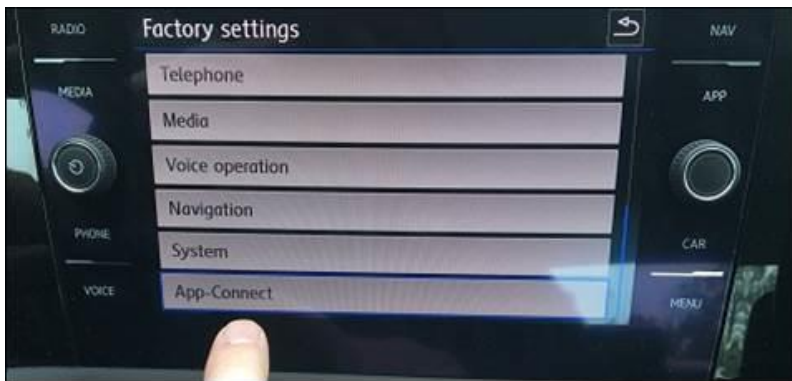
MENU Button example:





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Additional Information

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