



# Technical Service Bulletin

## PSS 91 MMI screen goes blank after iPhone is connected to USB port

91 20 66 2044130/7 May 20, 2020. Supersedes Technical Service Bulletin Group 91 number 18-84 dated March 5, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, Q5, and Q7	2018	All	Audi smartphone interface

## Condition

REVISION HISTORY		
Revision	Date	Purpose
7	-	Revised header (Filtered out cars with PR Code 7UG) Revised <i>Service</i> (Added solution) Revised <i>Additional Information</i> (Added TSB reference)
6	03/05/2018	Revised header (Added A5 and Q5) Revised <i>Production Solution</i> (Updated CW) Revised <i>Service</i> (Added summary, Notes, and updated Step 2) Revised <i>Additional Information</i> (Added reference)
5	02/20/2018	Revised header (Updated VIN break) Revised <i>Additional Information</i> (Added reference)

### Customer states:

In vehicles with Audi smartphone interface (ASI), one or both of the following conditions is present:

- The MMI screen goes blank when an iPhone is connected to the USB port.
- The CarPlay screen goes blank after the park aid button is pressed to exit the reverse camera.

## Technical Background

A known MMI software startup concern with iOS 9.X can cause the issues. If the customer's iPhone is connected before the car is started, the issues can occur. Typically, the process can be repeated if the iPhone is first connected to the USB port, then the vehicle is started within 1-2 seconds after the iPhone is connected. The condition can be sporadic.



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This condition is related to the iOS software and the MMI software. When the MMI software update is released, it will help the phone automatically reconnect to the MMI when the phone disconnects on its own. The customer must have their iPhone updated to at least iOS 10.2.1, or higher, for the upcoming MMI software to be effective.

## Production Solution

The solution was introduced into CW22/17 series production combined with iOS 10.X release.

## Service

There are three possible service solutions provided below:

- **MIB2 High Nav. (PR Code 7UG):** A final software solution is available. See TSB 2059385: *91 MIB2 High: MIB2 High: Reboots, CarPlay, audio issues, and various technical issues - A4, A5, A6, A7, and Q7*. VINs should **not** be added to the PSS.
  - **MIB2 High Scale (PR Code 7UH), production date before CW22/16:** An interim software solution is available, but does not fix all of the CarPlay issues. Follow steps 1-4. VINs may be added to the PSS.
  - **MIB2 High Scale (PR Code 7UH), production date on or after CW22/16:** A final software solution is available. Follow steps 1-2. VINs should **not** be added to the PSS.
1. Please ask the customer to update their iPhone to the latest iOS release (13.4.1 or higher).  
Explain to the customer that a final solution is forthcoming and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
  2. If the vehicle is an A3, A4, A5, or Q5 and equipped with MMI Radio plus (PR Code 7UH), also known as MIB2 High Scale, then one of the following applies (A or B):



### Note:

This update fixes the blank screen issue but the customer may still experience the inability to select CarPlay. If the customer has the new concern of not being able to select CarPlay and the MMI screen flashes back to the MMI menu after selecting CarPlay, then provide the information located in step 4 to the customer. Additionally, you can add the customer's VIN to the PSS called out in step 3.

**B.** Later built MY17 (or early MY18) cars built between CW22/16-21/17 with software version 0110 or higher should follow TSB 2050569: *91 Apple CarPlay cannot be started or MMI screen goes blank after iPhone is connected to USB*. No additional steps need to be followed after the software update, see note below.



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## Note:

This software update is considered the final fix for these affected vehicles and they should not be added to the PSS. The early built MY18 cars will show as MY17 in ElsaPro and will have the additional PR code "S0B".

3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *App Links* >> *Service* >> *Pending Service Solutions (PSS)*), or through the Technical Assistance page in Elsa.
4. As a temporary workaround, ask the customer to:
  - If the screen goes blank when CarPlay is accessed immediately after the car is started or if the screen flashes back to the MMI menu after selecting CarPlay: connect the iPhone after the car is started and while the transmission is still in the park position. If the customer gets into this condition they can fix the concern by going to the connection manager (Figure 1) and deselecting the iPhone (Figure 2) and reselecting under Audi Smartphone Interface (*Settings* >> *Connection Manager* >> *Audi Smartphone Interface*; Figure 1). This will force the MMI to start a new CarPlay session with the iPhone.



Figure 1. iPhone is selected for ASI (CarPlay).



Figure 2. iPhone is no longer selected for ASI (CarPlay).

- If the screen flashes when selecting CarPlay after using the backup camera: inform the customer there is no current workaround. If the customer has this issue they can temporarily fix the concern by going to the connection manager (Figure 1) and deselecting the iPhone (Figure 2) and reselecting under Audi Smartphone Interface (*Settings* >> *Connection Manager* >> *Audi Smartphone Interface*; Figure 1). This will force the MMI to start a new CarPlay session with the iPhone.

## Warranty

This TSB is informational only and not applicable to any Audi Warranty.



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## Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2059385, *91 MIB2 High: MIB2 High: Reboots, CarPlay, audio issues, and various technical issues - A4, A5, A6, A7, and Q7.*
- TSB 2046294, *91 Bluetooth call distorted audio or black screen for Apple CarPlay after using backup camera.*
- TSB 2050569, *91 Apple CarPlay cannot be started or MMI screen goes blank after iPhone is connected to USB.*

All parts and service references provided in this TSB (2044130) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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