



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 (except Routan)	2015-2021	All	All	All	All

Revision Table

Instance Number	Published Date	Version Number	Reason For Update
2045267/7	6/12/20	91-16-13TT	To include additional model and model year applicability,
2045267/1	9/2/16	91-16-13TT	Original publication.

Technical Background

On vehicles with a single USB port, the Apple® authentication chip is in the USB port. On vehicles with 2 USB ports (one front and one rear), the authentication chip is in the USB hub. CarPlay® will not work from a rear USB port.

For static connection issues with:

- No faults
- No cable issues
- No debris in the phone's cable port

Swapping the USB port or hub with a known good part should be the first step in diagnosis.

Service

If connection issue occurred after an iOS update, ensure that CarPlay is switched ON in the CarPlay settings of the phone.

When encountering intermittent CarPlay connection issues, it's important to test with the customer's phone. Once an issue with the USB cable, USB port and USB hub (if equipped) has been ruled out, there's a good possibility the issue lies with the customer's phone or the phone's iOS software.



91-16-13TT MIB2 - Apple CarPlay® Connection Diagnostics

Release date: 06/12/2020

Before replacing any parts, follow these steps:

1. Restore "Factory Settings" in the radio.
2. Delete all vehicle profiles from the CarPlay app settings on the customer's phone (this is found under the General Settings menu on the phone).
3. Ensure the customer's phone is at the latest iOS software level.
4. Restart the customer's phone.
5. Lock the vehicle with the key. Move the key away from the vehicle so it is not picked up by any KESSY antenna. Wait up to 2 hours to allow the bus to go sleep before testing connection again.
6. Inform the customer that when disconnecting the phone from the USB cable, the best practice is to select the "Disconnect" icon from the main AppConnect screen.

iOS software can be inconsistent. Following these steps, especially restarting the phone, every once in a while will ensure a more consistent connection.

Additional Information

© 2020 Volkswagen Group of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen Group of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.