



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Apple CarPlay Malfunctioning Or Does Not start, Radio Stuck When An iPhone Is Connected Via Cable

Diagnosis: Concern only happens with iPhone device updated to iOS 14 connected via cable:

- CarPlay not starting
- Radio delay in reacting to touch screen inputs or touch screen blocked
- Crackling noise from speakers while reproducing DAB radio or music source from the iPhone
- Display stuck/blocked
- Radio reboot

Repair Procedure:

- Check if the issue doesn't arise when the radio is used with no iPhone iOS 14 connected via cable
- Check if the issue arises with tested working original Apple cable or Apple MFI certified cable
- Check if the USB hub function with a properly working USB drive with music files or with an Android device supporting Android Auto (if officially available in your market)
- If the issue persists, detach the iPhone cable, turn off the vehicle, leave it and close all doors, wait 5 minutes
- The issue might appear again if you connect via cable an iPhone with iOS 14 again

Note: *Radio replacement is not effective to repair the vehicle; the issue is not due to the radio*

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found