

 <b>HYUNDAI</b> <b>Technical Service Bulletin</b>	GROUP <b>BODY ELECTRICAL</b>	NUMBER <b>20-BE-014H</b>
	DATE <b>DECEMBER, 2020</b>	MODEL(S) <b>VARIOUS</b>
<b>SUBJECT: WIRELESS CARPLAY DISCONNECTION</b>		

**Description:** When using Wireless CarPlay, the system may intermittently auto disconnect. When Wireless CarPlay is disconnected, a pop up message “Phone Not Responding. Please reconnect it and try again” will appear on the radio screen.



**Note:** If the intermittent Wireless CarPlay disconnection occurred, do not replace the radio. The disconnection phenomenon is caused by the Apple IOS software. Apple IOS software intermittently pause the data transmission, causing the communication interruption between the radio and CarPlay.

**Applicable Vehicles:**  
**2020 ~ Newer Models equipped with display audio with capability of Wireless CarPlay**

**Warranty Information:**  
**Normal Warranty Applies**