



Technical Service Bulletin

91 iPhone is entering thermal protection while charging in phone box

91 21 14 2053916/3 July 13, 2021. Supersedes Technical Service Bulletin Group 91 number 20-92 dated August 11, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2019 -2023	All	Phone box

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added Model Years)
2	08/11/2020	Revised <i>Service</i> (Solution is no longer available) Revised <i>Warranty</i> (Removed table) Revised <i>Required Parts and Tools</i> (Removed table)
1	02/07/2019	Initial publication

Customer states:

- A non-plus-sized iPhone heats up while wirelessly charging on the phone box.
- A non-plus-sized iPhone enters thermal protection mode while charging on the phone box and stops charging. The CarPlay screen may appear frozen during this time but the infotainment system is fully functional otherwise.

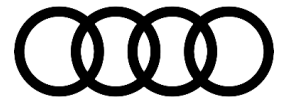
Workshop findings:

- No relevant DTCs are stored in the information electronics control module 1, J794 (address word 005F).

Technical Background

The charging pad is universally sized for multiple phone types.

If a small phone, like a non-plus-sized iPhone, is placed on the phone box it can move off-center while driving. This causes iPhones to request a higher power transfer rate in order to retain a constant charge current to the phone which heats up the phone.



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Production Solution

Not applicable.

Service

This concern is caused by a third-party device, no product solution can be offered at this time. Any previous part solutions are no longer available.

Warranty

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

Additional Information

All parts and service references provided in this TSB (2053916) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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