

Technical Service Bulletin

91 MIB3 ASI: Apple CarPlay screen is blank
91 22 66 2065728/1 January 14, 2022.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, S4, A4 allroad, A5, A5 Sportback, S5 Sportback, and S5 Cabriolet	2020	All	Not Applicable
A3, S3, A4, S4, A4 allroad, A5, A5 Sportback, S5 Sportback, S5 Cabriolet, A6, A6 allroad, S6, RS 6, S7, RS 7, A8 PHEV, Q5 PHEV, Q5 Sportback, SQ5 Sportback, Q7, SQ7, Q8, SQ8, RS Q8, Audi e-tron quattro, Audi e-tron Sportback quattro, Audi e-tron GT, and Audi RS e-tron GT	2021 – 2022	All	Not Applicable
Audi Q3, and Audi Q4 e-tron	2022	All	Not applicable

Condition

Customer states:

An iPhone is connected via wireless Apple CarPlay (wACP) to the vehicle's MMI system.



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The Audi Smartphone Integration (ASI) feature is selected on the vehicle.

Audio dropouts can be heard

The ASI display goes blank. The shortcut bar on the left side of the screen, as well as the top dropdown menu anchor, can still be seen on the screen. (see *Figure 1*)

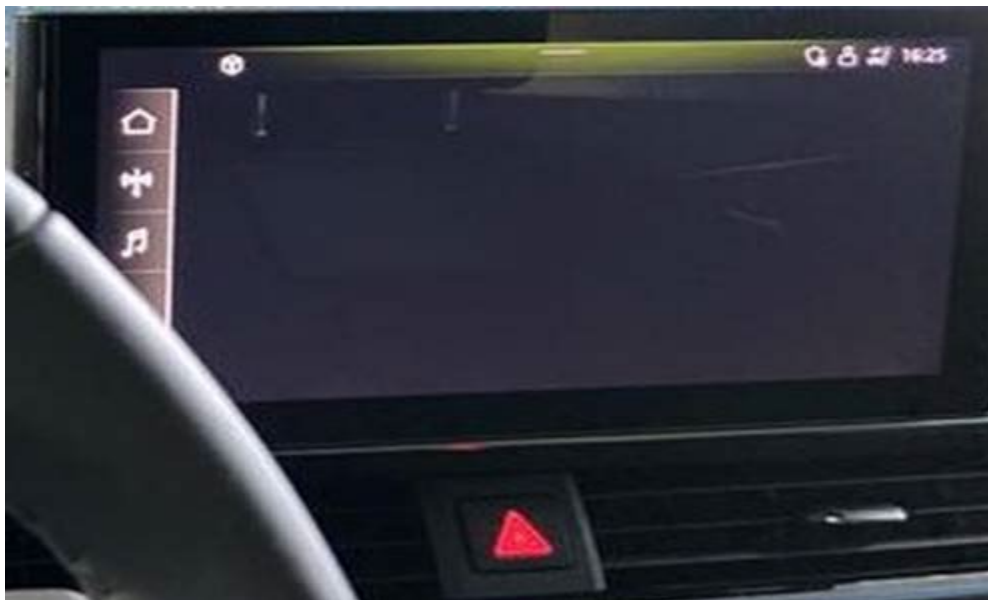


Figure 1: ASI display blank when using wACP

Workshop findings:

- No relevant DTCs are stored.

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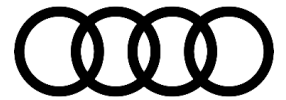
A non-standard behavior of the current Apple iOS versions (including all 14.x and 15.x versions) causes the phone to fail to send screen data to the vehicle.

Production Solution


Not applicable

Service

No repair is available at this time.



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1. Do not perform any repairs. Any repairs for this concern may be denied.
2. Please inform the customer that this behavior is due to a bug in the phone's operating system (iOS).
Apple is currently analyzing the root cause of this behavior and is working on a solution that will be distributed with a future iOS update.
3.  **Note:**
In some cases, going to the home menu by clicking the home shortcut on the left of the screen and then reentering ASI, the problem is resolved. In other cases, the phone might need to be dis- and reconnected.



Tip: Please ask the customer to always use the most current iOS software for iPhone to ensure the most up-to-date user experience.

Warranty

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

Required Parts and Tools

Additional Information

All part and service references provided in this TSB (2065728) 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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