



Technical Service Bulletin

91 MIB ASI: Apple CarPlay screen is blank

91 22 92 2065728/2 March 29, 2022. Supersedes Technical Service Bulletin Group 91 number 22-66 dated January 14, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, Q3, Q7, and Q8	2019	All	MIB 2+
A6, S6, A6 allroad, A7, S7, A8, A8 e quattro, Q3, Q7, SQ7, Q8, SQ8, and RS Q8	2020		
Q3	2021		
A4 allroad, A4, S4, A5, A5 Cabriolet, S5 Cabriolet, A5 Sportback, and S5 Sportback	2020 – 2022		
A8, A8 e quattro, and S8	2021		
RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, A7 e quattro, S7, e-tron quattro, e-tron Sportback quattro, Q5, Q5 e-tron, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, RS Q8	2021 – 2022		
A3, S3, RS 7, e-tron GT, RS e-tron GT, Q3, Q4 e-tron, and Q4 e-tron Sportback	2022		

Condition

REVISION HISTORY



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Revision	Date	Purpose
2	-	Revised title (changed title to signify applicability to MIB2+ and MIB3) Revised header (Added all models with MIB2+) Revised <i>Technical Background</i> (Updated with Apple analysis results) Revised <i>Service</i> (Added section for hardware bug)
1	12/22/2021	Initial publication

- An iPhone is connected via wireless Apple Carplay (wACP) to the vehicle's MMI system.
- The Audi Smartphone Integration (ASI) feature is selected in the vehicle.
- Audi 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*)

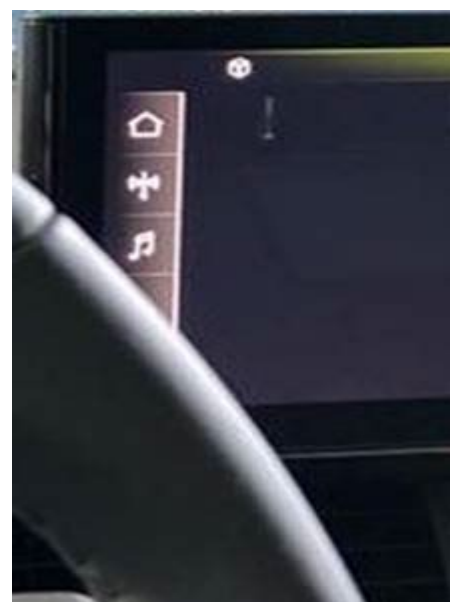


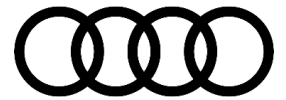
Figure 1: ASI display blank when us

Workshop findings:

- No relevant DTCs are stored.

Technical Background

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. Additionally, a hardware issue in iPhone 8, iPhone X, and iPhone XR models can cause the display to blank out.



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Production Solution

Not applicable.

Service

No repair is available at this time.

1. Do not perform any repairs. Any repairs for this concern may be denied.

2. **For customers with iPhone 8, iPhone X and iPhone XR:**

The problem is due to a hardware issue in the WiFi chipset of the listed phone models. As those phone models are already out of production, no repair will be available. It is advisable to use a wired connection to use Apple CarPlay for those models.

3. **All other iPhone models:**

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.



Note:

In some cases, going to the home menu by clicking the home shortcut on the left of the screen and then reentering ASI resolves the concern. In other cases, the phone might need to be disconnected and then reconnected.

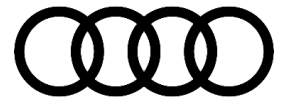


Tip: Please ask the customer to always use the most current iOS software for iPhone to ensure the most up-to-date user experience.

Warranty

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

Additional Information



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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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