



## Condition

**ATTENTION:**  
**THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN.**  
**TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.**

Applicable Vehicles					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All	2021, 2022	All	All	All	All

Revision Table			
Instance Number	Published Date	Version Number	Reason For Update
2068038/1	9/15/2022	91-22-03TT	Original publication.

The customer may notice that there are issues when connecting wirelessly to CarPlay on MIB 3 equipped vehicles.

## Technical Background

Sometimes the CarPlay profiles and/or the device network settings need to be reset and the device reconnected via Bluetooth.

## Service

Be sure to check that the device being tested is not connected to the in-car Wi-Fi hotspot. If the device being tested is connected to the in vehicle Wi-Fi™ and the customer does not have an active Wi-Fi hotspot subscription through CarNet, this can interfere with connecting wirelessly to CarPlay.

Perform the following steps outlined below. Once the steps below have been completed, reconnect the device being tested via Bluetooth and check if the wireless CarPlay functions are operational.

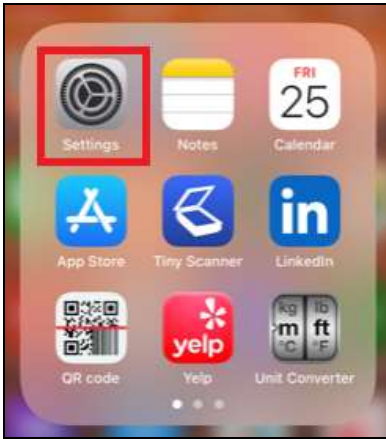


Figure 1

1. Reset the infotainment system back to its factory settings.
2. On the device being tested, select the option for settings.

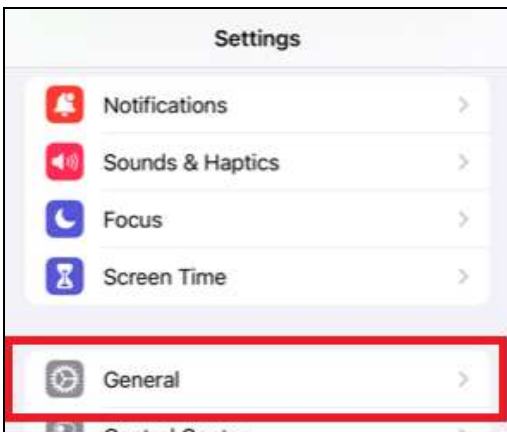


Figure 2

3. Select the “General” option under settings



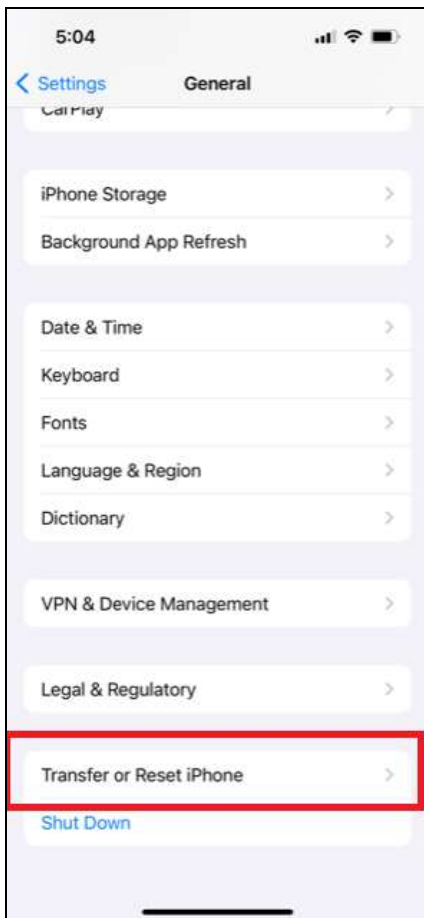
Figure 3

4. Select the option for “CarPlay”.



5. Delete all active CarPlay profiles present.

Figure 4



6. Once reset, go back to the main settings menu and select the option for "Transfer or Reset iPhone"

Figure 5



7. Select the option for “Reset”



Figure 6

8. Select the option for “Reset all network settings”

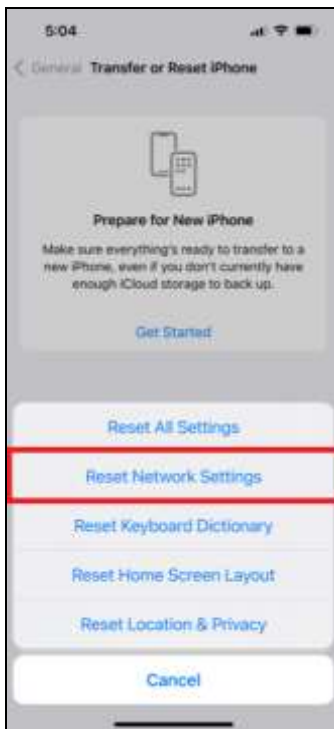


Figure 7



## Additional Information

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