



Technical Service Bulletin

91 MIB ASI: Apple CarPlay screen is blank

91 22 40 2065728/3 October 20, 2022. Supersedes Technical Service Bulletin Group 91 number 22-92 dated March 29, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
----------	------	-----------	----------------------------



Technical Service Bulletin

A6, A7, Q3, Q7, and Q8	2019 – 2023	All	Apple CarPlay
A8	2019 – 2021 2023		
A6 allroad, S6, S7, SQ7, SQ8, and RS Q8	2020 – 2023		
A8 e quattro	2020 – 2021		
RS 5, RS 5 Sportback, RS 6 Avant, e-tron quattro, e-tron Sportback quattro, Q5, Q5 e quattro, Q5 Sportback, SQ5, and SQ5 Sportback	2021 - 2023		
A7 e quattro	2021 – 2022		
S8	2021 2023		



Technical Service Bulletin

A3, S3, RS 3, RS 7, e-tron GT, RS e-tron GT, Q4 e- tron, Q4 e-tron Sportback,	2022 - 2023		
---	-------------	--	--

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added MY23)
2	03/09/2022	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

Customer states:



Technical Service Bulletin

- 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.
- 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*).

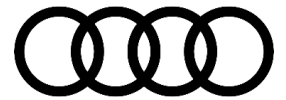


Figure 1: ASI display blank when using wACP.

Workshop findings:

- No relevant DTCs are stored.

Technical Background



Technical Service Bulletin

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.

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.

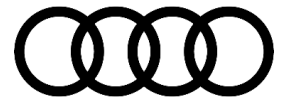
3. **All other iPhone models:**

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.



Technical Service Bulletin



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

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.

©2022 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.