



# Technical Service Bulletin

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## 91 MIB ASI: Apple CarPlay screen is blank

91 22 46 2065728/4 November 7, 2022. Supersedes Technical Service Bulletin Group 91 number 22-40 dated October 20, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Models	2020 – 2024	Not Applicable	Apple CarPlay

## Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header (Simplified model list, added MY24) Revised <i>Technical Background</i> (updated iOS versions)
3	10/20/2022	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)

### Customer states:

- 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.



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- 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 is blank when using wACP.

## Workshop findings:

No relevant DTCs are stored.

## Technical Background

A non-standard behavior of the current Apple iOS versions (including all 14.x, 15.x, and 16.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

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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.

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