

MBUX NTG7 - Connectivity interruptions for Apple CarPlay over Wi-Fi

Topic number	LI82.85-P-076157
Version	1
Function group	82.85 - Navigation and Communication systems
Date	4/11/23
Validity	All model series with NTG7
Reason for change	

Complaint

Brief connectivity interruptions when using Apple CarPlay over Wi-Fi, for example when driving underneath toll bridges.

Cause

There may be interruptions to WiFi as a result of external interference. This is particularly observed around toll bridges.

Remedy

There is currently no remedy and replacing hardware does not resolve the problem. An alternative option would be to use Apple CarPlay wired.

In the FUP4 variant of the head unit software (Q1/2024), stability improvements have been made to the Wi-Fi connection.

Symptoms
Communication/information > Communication > Internet/email > Internet function > Connection cancels while driving

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note