



Technical Service Bulletin

91 BT/AMI/ASI - Various complaints regarding connectivity / CarPlay with Apple iOS devices
91 23 21 2071185/1 August 9, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2020 – 2024	All	CarPlay with iOS devices

Condition

Customer states:

There are function impairments related to:

- Phone.
- Address book.
- Bluetooth connection.
- Bluetooth audio playback.
- Media playback via Audi Music Interface.
- Audi Smartphone Integration (Apple CarPlay).

Workshop findings:

The customer is using an Apple iOS device, such as an iPhone or iPad.

Technical Background

Compatibility issues may be caused by the operating system of the Apple device.

They may also be the result of incorrect settings on the phone.

Production Solution

Not applicable.

Service



NOTICE

There are currently known issues with the Bluetooth and Apple CarPlay connection in conjunction with iOS versions older than 16.5. Please ask the customer to always keep their iOS version up to date. The iOS version should be 16.5 or newer in order to ensure the best experience with our vehicle's features. We also recommend re-pairing the smartphone with the MMI. This means deleting the MMI from the



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Bluetooth and Wi-Fi connections on the smartphone, and also deleting the smartphone from the connected devices on the MMI.

Newer firmware versions for the mobile device should have the same functions. Nevertheless, new/different function impairments resulting from newer firmware versions cannot be ruled out.

The following can help resolve the complaints:

1. Close all active apps
 - a. For devices with a home button, click the home button and then swipe the open apps upwards to close.
 - b. For devices without a home button, swipe up from the bottom of the phone screen and then swipe the open apps upward to close.
2. Disconnect the USB cable for the mobile device and reconnect it to the vehicle.
3. Reset the phone to factory settings. Please refer to information available online for instructions on how to perform this reset as the method varies depending on the Apple device.
4. If the complaint is caused by an app, check whether an updated version is available in the app store. If a new version is not available, reinstalling the app may resolve the complaint.
5. Re-synchronize the phone with Apple Music.
6. Delete the mobile device from the vehicle and delete the vehicle from the mobile device, then reconnect them. Confirm all prompts about pairing.
7. Remove any covers or protective cases from the mobile device.
8. Ask the customer whether they use a smart watch and whether the complaint also occurs when the watch is **not** connected to the phone.
9. Ask the customer whether they keep a Bluetooth headset in the vehicle which is also connected to the phone. If this is the case, the customer should disconnect the Bluetooth connection to the headset while they are in the vehicle. The reason for this is that the hands-free profile in the vehicle and for the headset are the same and the phone cannot tell them apart.
10. If the address book in the vehicle is not shown: In this case, inform the customer that only contacts which are stored locally on the device are shown in the vehicle's address book. To display Exchange or other contacts, the corresponding accounts must be linked via "Settings > Contacts > Accounts > Add Account".
11. Due to a change in the Outlook app by Microsoft, contacts exported from Outlook cannot be displayed on the MMI. Please also refer to TSB 2071056.
12. If the address book cannot be downloaded, please check the following on the customer's device: Settings ==> Bluetooth ==> Audi MMI XXXX (= last 4 characters of vehicle identification number used as name for MMI Bluetooth) ==> info symbol (on right-hand side). Synchronization must be switched on here (slider on green). In addition, the boxes for favorites, call history and all contacts must be checked.
13. The address book is not transmitted to the vehicle if the iPhone has not been unlocked correctly (PIN required). The PIN must be entered if the phone was turned off completely, or reset.
14. We have had a small number of complaints that the Bluetooth connection is disconnected automatically during the bus cycle. Resetting the mobile device as described under point 3 resolved this issue.



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15. For the iPhone to be recognized by the vehicle during the Bluetooth search, the iPhone must first be visible. The iPhone is only visible if the Bluetooth menu in the iPhone is open.

Warranty

This concern is due to a third party system and is not covered by any Audi Warranty.

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- **TSB 2071056:** *91 MIB3: Outlook contacts are not accessible via the MMI when using Apple devices*

All part and service references provided in this TSB (**2071185**) 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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