



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Apple CarPlay Not Working Or Disconnecting After Updating To iOS 16.3.1 Or Above

Discussion: Apple customers report that after the iOS 16.3.1 or 16.4 updates, CarPlay stopped working. Fast forward/rewind functions are not working through steering wheel buttons during wireless CarPlay projection. Resetting and re-pairing the device doesn't help. The iOS 16.3.1 and above updates are breaking connectivity with Apple's CarPlay vehicle software.

Do Not Replace the Radio, Steering Wheel Switches or USB ports for this concern. This is not a Radio issue but a device issue. Replacements radios will operate the same. Apple indicates the issue was resolved in iOS 16.5 update. Recommend customers update their devices to iOS 16.5.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.