



STAR ONLINE PUBLICATION



Case Number: S2108000093 – Rev. A

Release Date: August 2023

Symptom/Vehicle Issue: Apple CarPlay Does Not Work Or Not Connecting

Discussion: Customer may complain Apple CarPlay is Inoperative or not connecting. Check phone and radio settings. See below.

1. Verify radio settings, and ensure **Projection Device / Smartphone Device Mirroring** is enabled. See the pictures below for more information.
2. Verify cellphone setting and ensure **CarPlay** app is allowed. See the picture below for how to activate CarPlay on an iPhone.
3. Verify if the customer uses an Apple certified lighting cable. "Off-the -market"/"un-branded" USB cable may not be reliable and cause connection issue in some conditions.
4. Customer has to press the CarPlay icon from the bottom tray to activate the CarPlay screen, after a CarPlay device was plugged in and connected to the head unit. Per HMI requirements, HU will not switch to CarPlay screen automatically from native screen like FM, AM, Climate etc.
5. "CarPlay" icon is only visible on the bottom tray when a CarPlay device is connected. After a CarPlay device gets connected, the "Phone" Icon on the bottom tray will be changed to "CarPlay" icon. The native phone functionalities will be disabled and replaced with CarPlay features.
6. Per requirement, the CarPlay device will be disconnected automatically when a SOS/Assist call becomes active.
7. If the customer reported CarPlay screen freezing or CarPlay skipping songs etc., it is a phone behavior. In CarPlay, HU just projects the phone screens on HMI and does not have control on the content displayed. Also, response to touch event on CarPlay screen depends on how fast the phone respond back. HU has no control of it.
8. If a customer reported "Device not supported" on CarPlay device insertion, it could be related to media HUB or connections.
9. Please do not replace the radio head unit if the issue could not be duplicated.

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 or eCONTACT ticket if no solution is found



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Head unit setting check



Fig 1.

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Device setting check

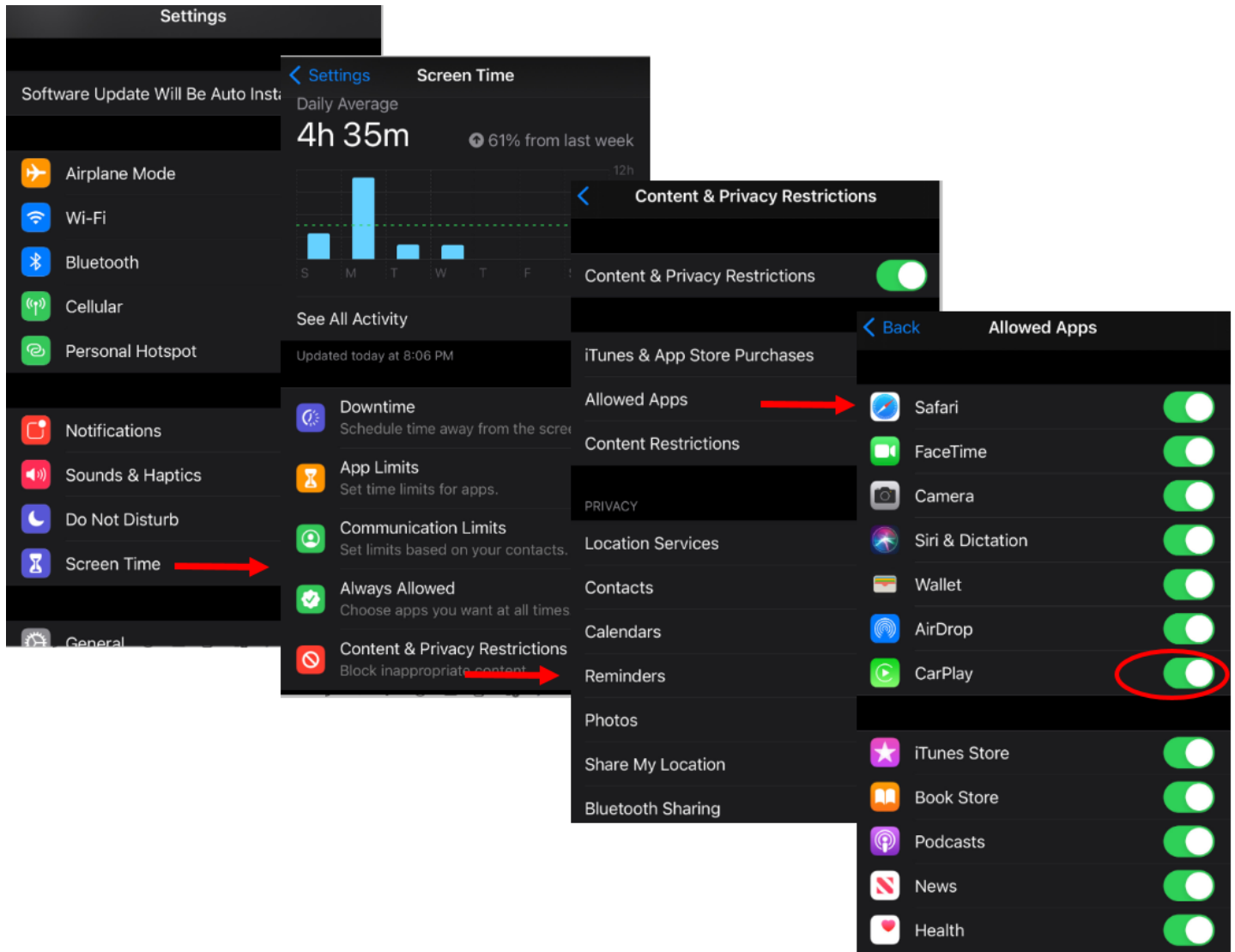


Fig 2.

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