



Technical Service Bulletin

91 Wireless Apple CarPlay / wireless AndroidAuto connection drops out at specific locations

91 24 62 2072901/1 February 7, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2021 – 2025	All	Wireless Audi Smartphone Interface (ASI)

Condition

Customer states:

- Wireless Apple CarPlay (wACP) / wireless AndroidAuto (wAA) drops the connection reproducibly at certain specific locations.
- The wireless connection can be reestablished after leaving the area.
- When using the Audi Smartphone Interface (ASI) via the USB cable, the connection is stable.

Workshop findings:

- No Relevant DTCs are stored.
- The complaint can be reproduced at the location specified by the customer.

Technical Background

The vehicle communicates with the phone via a WiFi 5 GHz connection. Due to the way WiFi operates, bandwidth needs to be shared between all WiFi networks that are transmitting in the same frequency spectrum. In certain areas (mostly around densely populated areas), there may be so many WiFi networks using the same frequency range that the data throughput is severely limited, leading to a loss of connection.

Production Solution

Not applicable.

Service

You can verify the customer complaint by downloading a WiFi network analyzer app and using this to determine the available spectrum at the location of the customer complaint.



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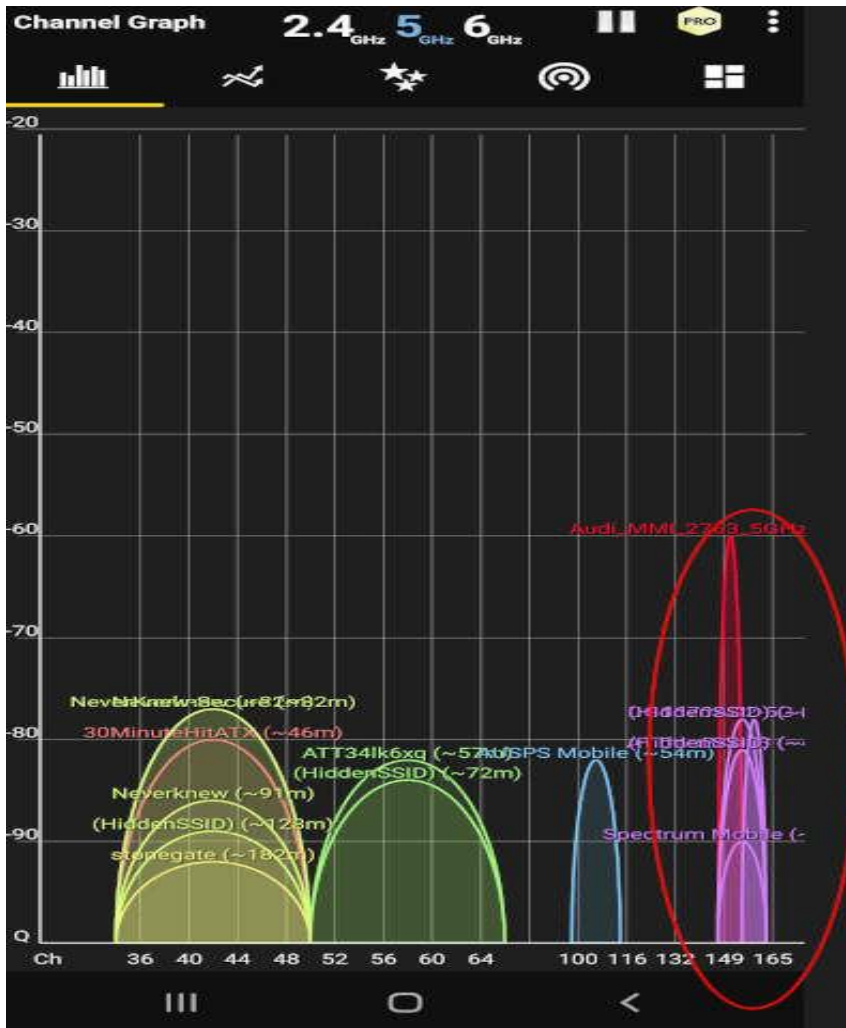


Figure 1: WiFi spectrum

If you can see multiple WiFi networks around the same channel that the vehicle is using (see the example in Figure 1), it is likely that the customer complaint is due to that external interference.

NOTICE

The signal strength is not relevant in this case. Only the amount of network traffic in the same frequency range of the vehicle matters.

Please explain to the customer that this behavior is caused by external influence and is not a quality issue with the vehicle.

Workaround

A wired USB connection can always be used for Apple CarPlay/AndroidAuto and will be stable, even in crowded WiFi areas. To make sure a wired connection is used, disable WiFi on your phone or unpair the wireless ASI connection before plugging the phone into the vehicle.



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Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2072901**) 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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