



Technical Service Bulletin

91 Apple CarPlay: general troubleshooting for connection complaints

91 24 94 2073582/1 April 4, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2018 - 2025	All	Apple CarPlay

Condition

Customer states:

The customer can no longer reliably connect their iPhone to Apple CarPlay™.

- Automatic (re)connection of Apple CarPlay™ does not work.
- Connecting Apple CarPlay™ manually only works sporadically.
- Connecting via USB cable works as expected.

Workshop findings:

- The customer complaint can be reproduced using the customer's phone.
- The customer's phone can also be paired with other comparable vehicles.

Technical Background

Complaints regarding Apple CarPlay™ pairing can be caused by various MMI or phone settings, as well as limitations with the phone's software. We therefore recommend you always check the complaint using the newest phone software.

Production Solution

Not applicable.

Service



NOTICE

If you cannot find a specific TSB regarding Apple CarPlay™ connectivity, please check the following steps/settings first before doing further diagnosis. This may resolve the customer complaint.



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In the MMI:

Delete all phone pairings: Press and hold on the affected phone in the Audi smartphone interface, a window will then open with further information and the option to delete the connection.

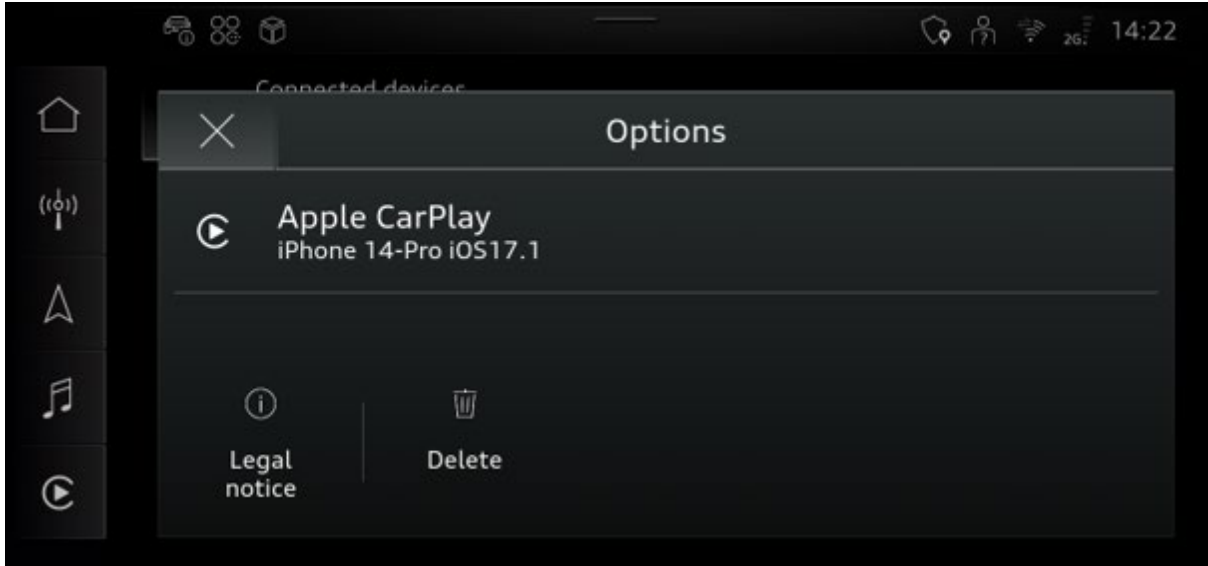


Figure 1: Phone pairing information in the MMI.

In the MMI via the connection manager, check whether the Wi-Fi hotspot name matches the Bluetooth name of the MMI (1).

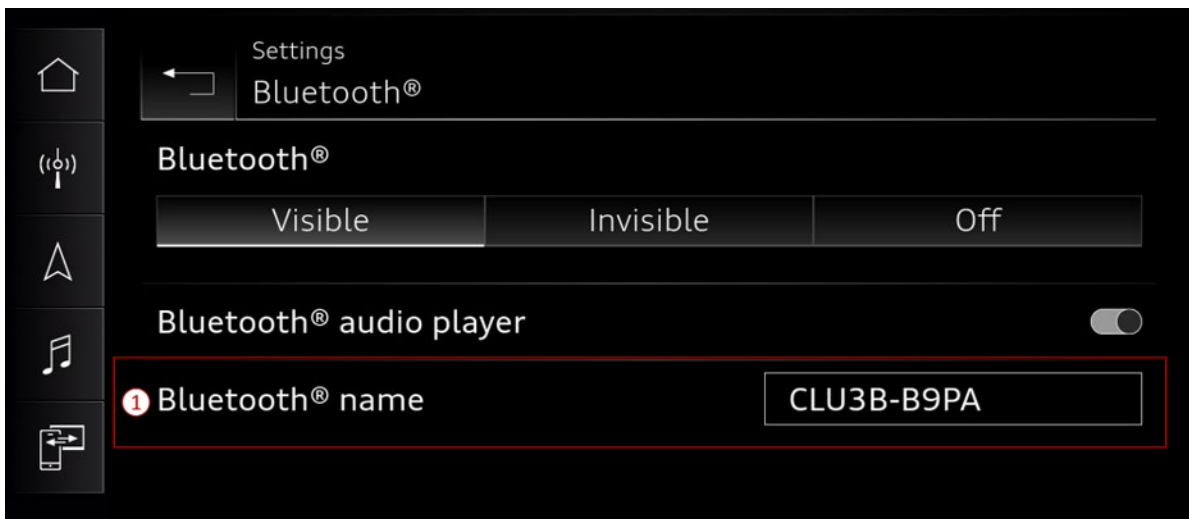


Figure 2: Bluetooth name setting in the MMI.



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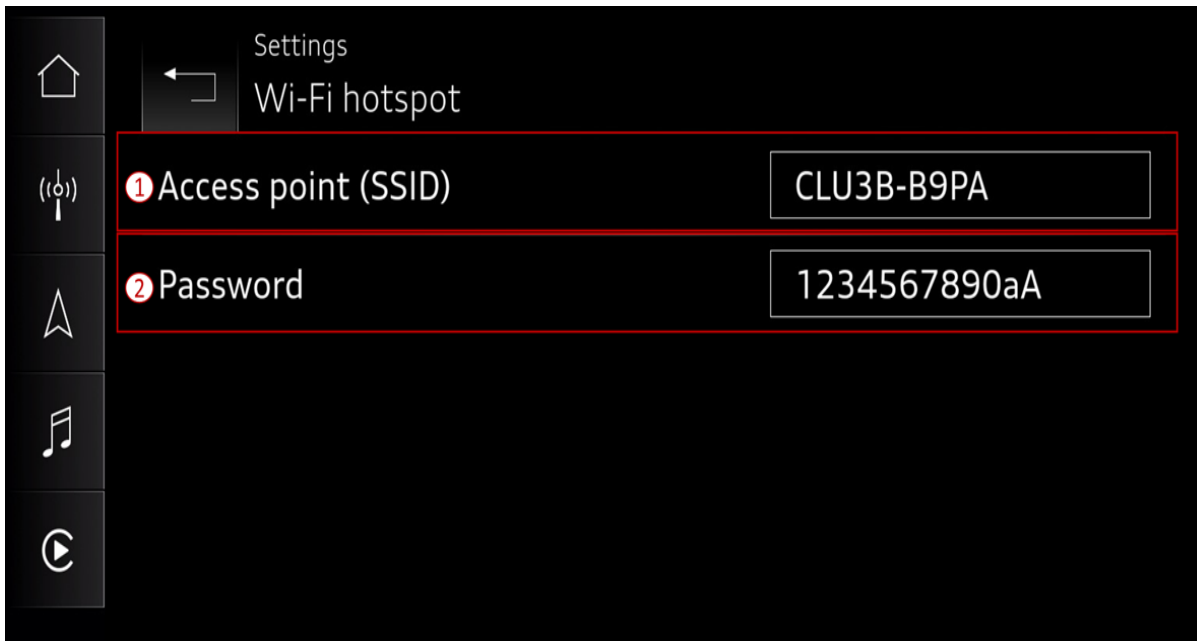


Figure 3: WiFi settings in the MMI.

If the Bluetooth name and the SSID do not match exactly, match them up. Make sure that the name is unique (e.g., Do not just use 'AUDI'). A password must also be set for the WiFi hotspot (2).

On the phone:

NOTICE

The screenshots were taken with an iPhone SE Gen2 with iOS 17.2 in English. The settings may vary slightly depending on the iOS version, model, and language.

Delete BOTH (2.4GHz and 5GHz) vehicle Wi-Fi hotspots from the phone under *Settings>Wi-Fi>Edit (top right)>remove vehicle hotspots from the list of known networks*.



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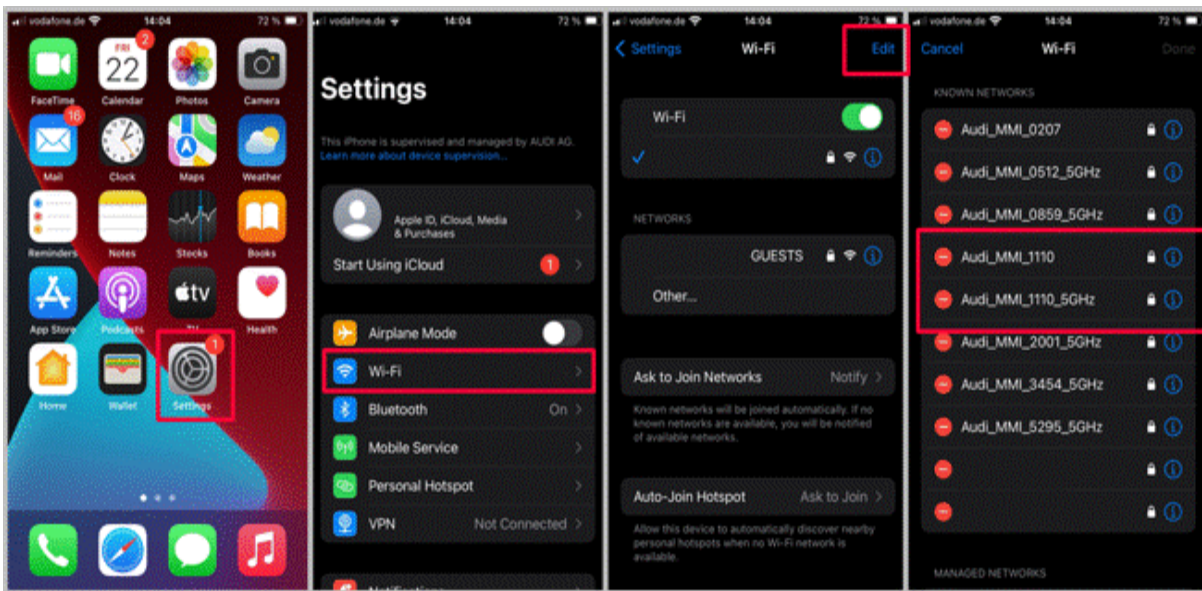


Figure 4: Phone WiFi pairings.

Delete the vehicle Bluetooth pairing under *Settings > Bluetooth > blue "i" next to the device > select "Forget this device"*.

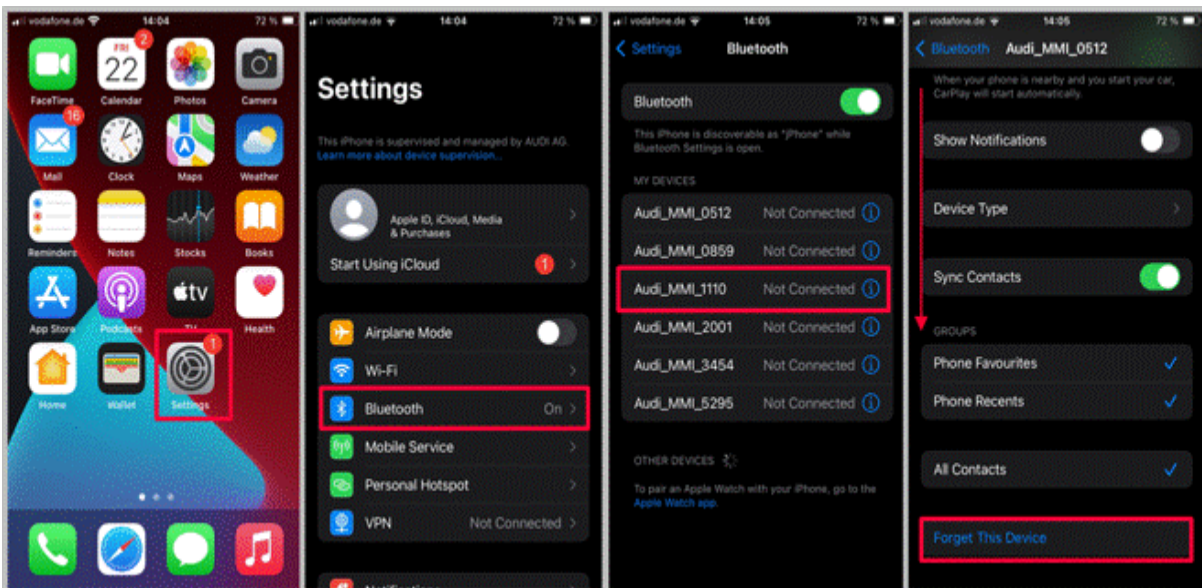
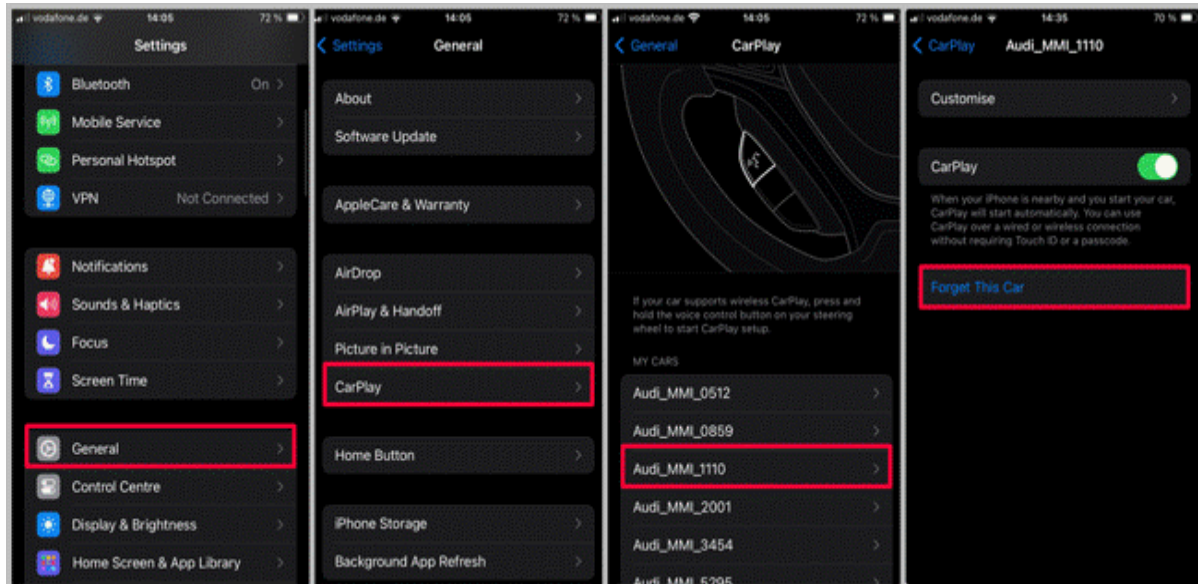


Figure 5: Phone Bluetooth pairings.



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Delete the vehicle CarPlay settings under *Settings>General>CarPlay>select the vehicle>select “Forget this*



car”. *Figure 6: CarPlay pairings.*

Check carefully that all steps above have been performed. Then re-pair the phone to the vehicle via the ASI tile in the MMI.

NOTICE

If you would like to submit a technical repair query about Apple CarPlay™, please fill out the attached form completely and attach it to the technical inquiry.

Warranty

Claim Type:	<ul style="list-style-type: none"> 110 Up to 48 Months/50,000 Miles. G10 for CPO Covered Vehicles – Verify Owner. If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.
Service Number:	9109
Damage Code:	AD39



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Labor Operations:	Check display and operating unit	9196 0199	20 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2073582/1		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2073582**) 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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