



# Technical Service Bulletin

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## 91 Apple Carplay: Smartphone Interface disconnects / deactivates unexpectedly

91 24 21 2074302/1 June 26, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, S3, RS 3, A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, e-tron GT, RS e-tron GT, Q3, Q4 e- tron, Q4 Sportback e-tron, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2023 - 2025	All	Apple Carplay: Smartphone interface
e-tron, and e-tron quattro	2023		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 e-tron Sportback	2024 - 2025		

## Condition

### Customer states:

- When listening to radio or SiriusXM, or using the media player or navigation system, etc., with Apple CarPlay running in the background, the message “**Smartphone interface deactivated**” appears periodically.
- The Apple CarPlay connection is re-established shortly afterwards and sometimes is brought to the foreground, taking over the audio playback (radio output is interrupted).
- This behavior may occur multiple times within a short period, regardless of vehicle location.

### Workshop findings:



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- The customer complaint can be reproduced using the customer's phone. Other devices may behave differently.
- The complaint is not reproducible when connecting an Android device using AndroidAuto.

## Technical Background

Due to a bug in the current iOS version used as operating system on iPhones, the connection to the MMI may be interrupted if CarPlay is running in the background (if the radio or SiriusXM, or the vehicle integrated navigation is used in the foreground, for example). The iPhone then reconnects within a few seconds. As it is up to the phone to decide when it appears in the foreground or whether it takes over as audio source, it will sometimes do so after reconnecting.

The complaint can occur once during a driving cycle or, depending on the apps and phone settings, it can occur several times, generally within a period of a few minutes.

The behavior can currently be seen on iOS version 17.\*.

A change in behavior is planned with iOS version 18.\*.

**This type of complaint is not caused by the vehicle.**

## Production Solution

Not applicable.

## Service

No repair is available currently.

1. Do not perform any repairs. Any repairs for this concern may be denied.
2. Instruct the customer that this condition is known and caused by a third-party device (Apple iPhone). No repair solution can be offered by the vehicle manufacturer.

### NOTICE

**We recommend to always update mobile devices to the most current available software level.**

## Warranty

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

## Additional Information

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All part and service references provided in this TSB (**2074302**) 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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