

## Technical Service Bulletin

<b>Topic</b>	91 BT/AMI/ASI - Various complaints regarding connectivity / CarPlay with Apple iOS devices
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2071185/2
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Mar 4, 2025

### New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> telephone operation	functionality	
information, navigation, communication, entertainment -> media playback	functionality	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> connect the media player -> connect media player via connector	control modules, services -> communication interrupted	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> connect the media player	functionality -> no function	
information, navigation, communication, entertainment -> media playback -> audio source -> iPod/iPhone source	functionality -> operation sequence incorrect	
information, navigation, communication, entertainment -> media playback -> play track -> MP3 track from iPod	functionality -> stopped	
information, navigation, communication, entertainment -> media playback -> play track -> MP3 track from iPod	functionality -> cannot be selected	
information, navigation, communication, entertainment -> media playback -> play track -> MP3 track from iPod	functionality -> no function	
information, navigation, communication, entertainment -> media playback -> select media playback	functionality -> no function	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> charge media player battery	functionality -> no function	

## Vehicle data

### All Audi Vehicles with phone connectivity

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
*	2004	A		*	*	*
*	2005	A		*	*	*
*	2006	A		*	*	*

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
*	2007	A		*	*	*
*	2008	A		*	*	*
*	2009	A		*	*	*
*	2010	A		*	*	*
*	2011	A		*	*	*
*	2012	A		*	*	*
*	2013	A		*	*	*
*	2014	A		*	*	*
*	2015	A		*	*	*
*	2016	A		*	*	*
*	2017	A		*	*	*
*	2018	A		*	*	*
*	2019	A		*	*	*
*	2020	A		*	*	*
*	2021	A		*	*	*
*	2022	A		*	*	*
*	2023	A		*	*	*
*	2024	A		*	*	*
*	2025	A		*	*	*
*	2026	A		*	*	*

#### PR numbers

PR numbers
?:without 9W0
?:or ??:without UF0

## Documents

Document name
<a href="#">master.xml</a>

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Condition</i> (adjusted verbiage) Revised header (Add Model Years 2025 and 2026)
1	08/09/2023	Initial publication

Function impairments related to Apple devices, such as an iPhone or iPod are noted:

- Phone
- Address book
- Bluetooth connection
- Bluetooth audio playback
- Media playback via Audi Music Interface
- Audi Smartphone Integration (Apple CarPlay)

### Workshop findings:

- The customer is using an Apple iOS device, such as an iPhone or iPad.

## Technical Background

Compatibility issues may be caused by the operating system of the Apple device.

They may also be the result of incorrect settings on the phone.

## Production Solution

Not applicable.

## Service

There are currently known issues with the Bluetooth and CarPlay connection in conjunction with iOS <16.5.

Ask the customer to update their smart phone to iOS 16.5 or higher. We also recommend re-pairing the smart phone with the MMI. This means deleting the MMI from the Bluetooth and W-Fi connections on the smartphone and deleting the smartphone from the connected devices in the MMI.

Newer firmware versions for the mobile device should have the same functions. Nevertheless, new/different function impairments resulting from newer firmware versions cannot be ruled out.

### The following can help resolve the complaints:

1. Close all active apps

- a. For devices with a home button, click the home button and then swipe the open apps upwards to close.
  - b. For devices without a home button, swipe up from the bottom of the phone screen and then swipe the open apps upward to close.
2. Disconnect the USB cable for the mobile device and reconnect it to the vehicle.
3. Reset the phone to factory settings. Please refer to information available online for instructions on how to perform this reset as the method varies depending on the Apple device.
4. If the complaint is caused by an app, check whether an updated version is available in the app store. If a new version is not available, reinstalling the app may resolve the complaint.
5. Re-synchronize the phone with Apple Music.
6. Delete the mobile device from the vehicle and delete the vehicle from the mobile device, then reconnect them. Confirm all prompts about pairing.
7. Remove any covers or protective cases from the mobile device.
8. Ask the customer whether they use a smart watch and whether the complaint also occurs when the watch is **not** connected to the phone.
9. Ask the customer whether they keep a Bluetooth headset in the vehicle which is also connected to the phone. If this is the case, the customer should disconnect the Bluetooth connection to the headset while they are in the vehicle. The reason for this is that the hands-free profile in the vehicle and for the headset are the same and the phone cannot tell them apart.
10. If the address book in the vehicle is not shown: In this case, inform the customer that only contacts which are stored locally on the device are shown in the vehicle's address book. To display Exchange or other contacts, the corresponding accounts must be linked via "Settings > Contacts > Accounts > Add Account".
11. Due to a change in the Outlook app by Microsoft, contacts exported from Outlook cannot be displayed on the MMI. Please also refer to TSB 2071056.
12. If the address book cannot be downloaded, please check the following on the customer's device: Settings ==> Bluetooth ==> Audi MMI XXXX (= last 4 characters of vehicle identification number used as name for MMI Bluetooth) ==> info symbol (on right-hand side). Synchronization must be switched on here (slider on green). In addition, the boxes for favorites, call history and all contacts must be checked.
13. The address book is not transmitted to the vehicle if the iPhone has not been unlocked correctly (PIN required). The PIN must be entered if the phone was turned off completely or reset.
14. We have had a small number of complaints that the Bluetooth connection is disconnected automatically during the bus cycle. Resetting the mobile device as described under point 3 resolved this issue.
15. For the iPhone to be recognized by the vehicle during the Bluetooth search, the iPhone must first be visible. The iPhone is only visible if the Bluetooth menu in the iPhone is open.

## Warranty

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

## Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- **TSB 2071056:** *91 MIB3: Outlook contacts are not accessible via the MMI when using Apple devices*

All part and service references provided in this TSB (**2071185**) 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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