

 Connection offline

**Vehicle-specific service**

Transaction No.: **2081841/1**

91 PSS Apple CarPlay/Android Auto remains black after using MMI (PPE/PPC)

Release date: Apr 28, 2026

**Condition**

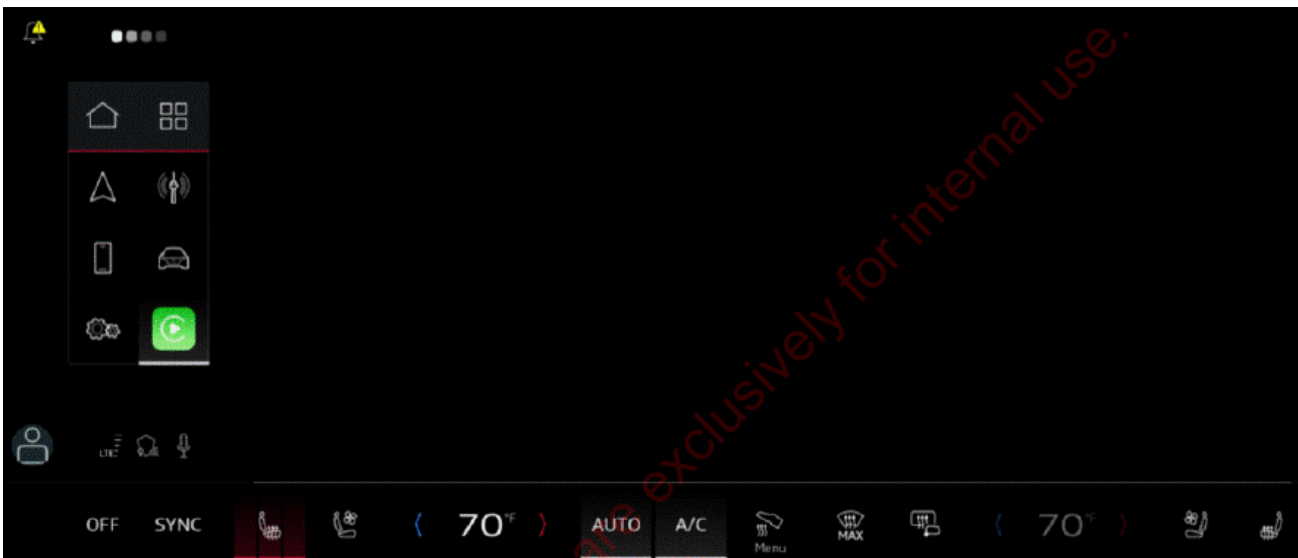
Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU), Q5, Q5 Sportback, SQ5, SQ5 Sportback, A6 Sportback e-tron, S6 Sportback e-tron, Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron, and SQ6 Sportback e-tron	2025	All	005F – Information electronics 1 Software version: 4467
A6 (FN)	2026		

**Customer states:**

The customer states that the time changes by an hour automatically while they are driving.

The time sometimes changes back to the correct time by itself.

When using Apple CarPlay/Android Auto, the customer complains that Apple CarPlay/Android Auto remains black after operating a native menu (changing the drive mode, operating the air conditioning, or similar...).



If the CarPlay/Android Auto button is pressed again or Siri/Google Assistant is used, the image reappears. Media playback continues without any interruptions. The display in the instrument cluster also functions as normal.

The issue cannot be reproduced on consecutive attempts; it is necessary to wait at least 5 minutes.

**Workshop findings:**

The customer complaint can be reproduced.

## Technical Background

Software issue

## Production Solution

Solution implemented in CL6 vehicles produced from week 06/2026 onwards.

## Service

A combined software update is currently being implemented. It will be rolled out in stages for the different models and markets. All information about the current schedule and availability of the measure can be found in TSB 2081477 00 *Service info: central overview of combined software update 03.11.00/C PPE/PPC - KD2\**.

**Note:** The target date communicated here is based on planning and is not binding. During the validation, technical and regulatory approval of measures, there may be delays or hindrances in providing the measure throughout the entire process. This must be considered accordingly when communicating with customers.

1. Explain to the customer that a solution is expected to be available by the end of the 2nd quarter of 2026 (subject to change) and that no repairs are necessary at this point.
2. Do not replace any components for this condition since this will not resolve the customer's concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in Audi Now; *Service | AU-US > Pending Service Solutions (PSS)*.

As a workaround, If the CarPlay/Android Auto button is pressed again or Siri/Google Assistant is used, the image reappears.

## Warranty

Replacing parts or attempting repairs will not fix the problem. Unjustified work/replacement parts will be charged back. Invoicing under warranty is not permitted.

## Additional Information

All part and service references provided in this TSB (**2081841**) 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.

©2026 Audi of America, LLC / Audi Canada Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.