

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU), Q5, Q5 Sportback, SQ5, and SQ5 Sportback (GU)	2025 – 2026	All	Not applicable
A6 Sportback e-tron, S6 Sportback e-tron, Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron, and SQ6 Sportback e-tron	2025 2027		
Q3 (FJ)	2026		

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title (Updated verbiage) Revised header (Added Model, Model Year) Revised <i>Condition</i> (Added model table) Revised <i>Service</i> (Updated verbiage) Revised <i>Warranty</i> (Added statement)
1	10/07/2025	Initial publication

Customer states:

The customer can no longer reliably connect their iPhone to Apple CarPlay™. Connecting automatically does not work and connecting manually either does not work or works only sporadically. Connecting via USB cable is possible, if necessary.

Workshop findings:

The workshop can sometimes reproduce the complaint with the customer's phone (as it occurs sporadically). When tried with other Apple devices, connection is possible, and Apple CarPlay™ works reliably. The customer's phone can also be connected to other comparable vehicles.

Technical Background

Complaints can be caused by various MMI settings or iPhone settings, as well as limitations with the iPhone's software. We therefore recommend you check the complaint using the newest iPhone software.

Production Solution

Not applicable.

Service

If you cannot find a corresponding TSB, please first check the following steps/settings. You may already be able to help the customer.

The iPhone screenshots in this TSB 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.

Please only adjust the suggested settings when the vehicle is safely parked so as not to pose a safety hazard to other road users!

As a general rule: Note the messages shown on the MMI or iPhone when you attempt to establish a connection. These messages can often provide a good indication of why the connection failed.

Various scenarios of unexpected behavior are listed below, along with possible solutions:

The customer reports that the CarPlay connection is interrupted when the iPhone is connected via USB and the customer unplugs the USB cable, although a wireless connection was established during setup:

This is expected behavior. If the customer connects the iPhone via USB cable when they get into the car before the CarPlay connection has been established, the iPhone decides whether to establish the CarPlay connection via USB or Wi-Fi. In most cases, it establishes a connection via the cable.

If the customer then unplugs the cable, the connection is interrupted.

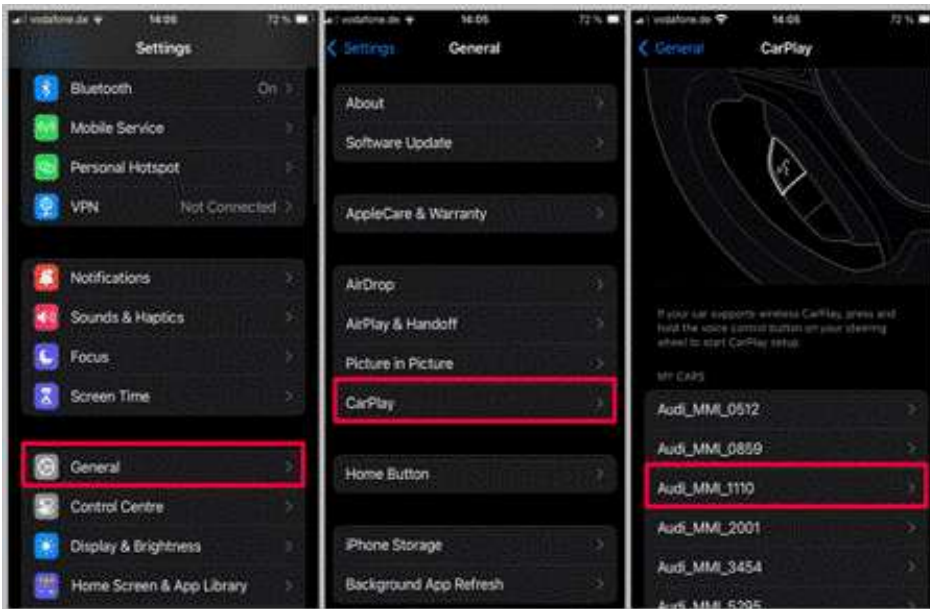
Solution: If this occurs, the customer can then select the phone in the connection manager to establish a wireless connection.



The customer reports that the CarPlay connection is not established automatically:

The automatic connection may fail under various circumstances.

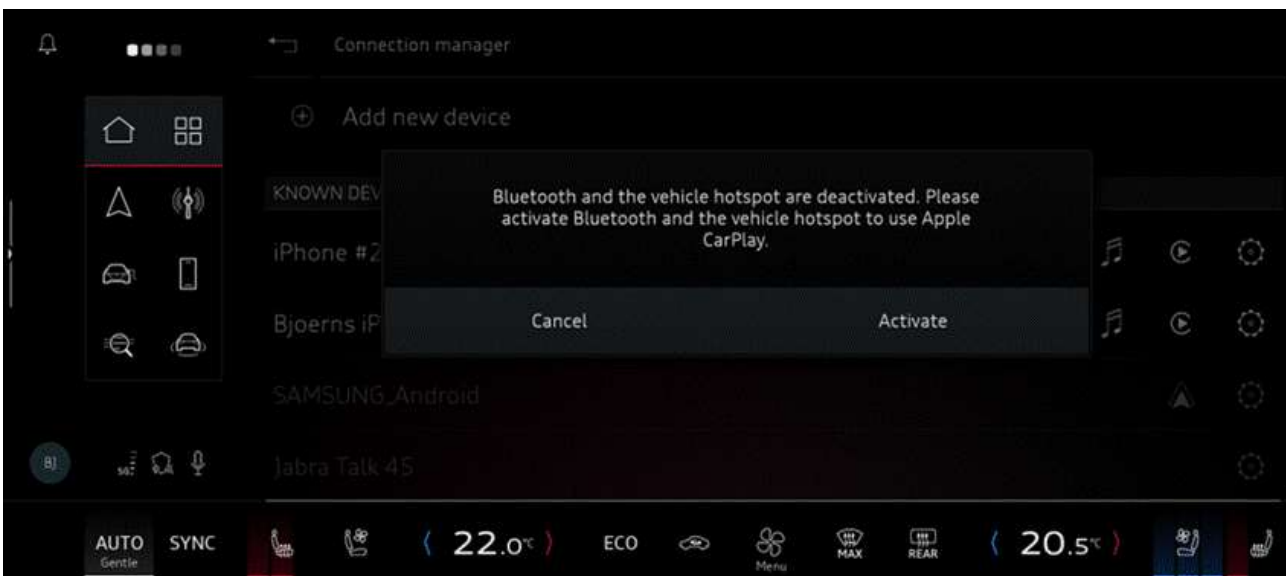
Solution: As a rule, however, the connection is then successfully established if the vehicle is selected manually on the iPhone under **Settings > General > CarPlay**:



If this still does not work, changing the user in the MMI can help. This means, for example, switching from the current user to the guest user and back again. Doing this restarts the CarPlay process and a new connection attempt can be made.

The customer reports that the CarPlay connection only works via USB, but not via Wi-Fi:

- The active Wi-Fi connection that CarPlay uses is **NOT** visible on the iPhone. Therefore, if an active Wi-Fi connection is available and visible, this may be blocking the wireless CarPlay connection.
- **Solution:** Please disconnect the active Wi-Fi connection on the iPhone and restart the CarPlay connection.
- Are Wi-Fi and Bluetooth switched on in the iPhone?
- **Solution:** Please switch on the iPhone's Wi-Fi and Bluetooth connections.
- Are Wi-Fi and Bluetooth switched on in the MMI? **To use CarPlay, the vehicle's 5GHz Wi-Fi must be visible in the phone's available networks.**
- **Solution:** Please check whether the Wi-Fi hotspot and the Bluetooth connection are activated on the MMI.



- The USB cable may have been used when setting up the connection, causing the wireless connection to be rejected.

- **Solution:** Please re-pair the iPhone with the vehicle (see the section “Re-pairing the iPhone” below).
- If the list of known Wi-Fi networks on the iPhone is very long, this can impair the wireless connection. It is therefore recommended to clean up the list of known networks in the Wi-Fi settings of the iPhone in the event of connection issues.
- **Solution:** Delete networks that are no longer required from the Wi-Fi settings on the iPhone.
- In some cases, it may be necessary to unlock the phone to enable the connection.
- **Solution:** Please unlock the phone.

Re-pairing the iPhone:

In the MMI:

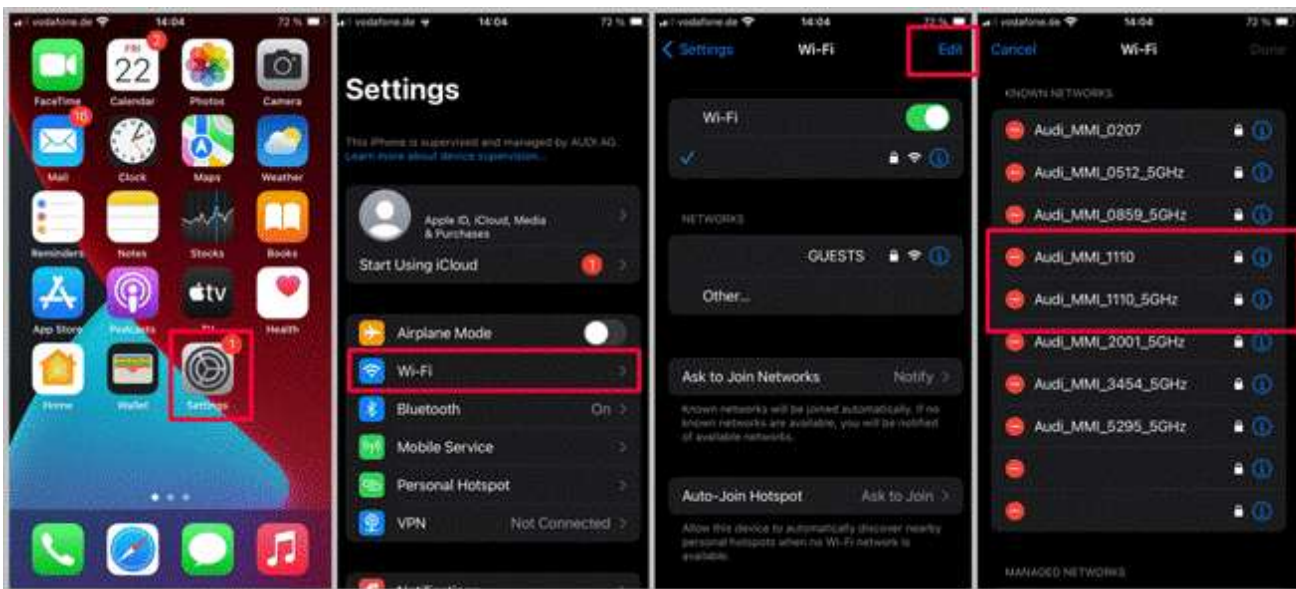
Delete all information about the phone.

Also delete the information on the phone regarding the Bluetooth connection in the MMI.

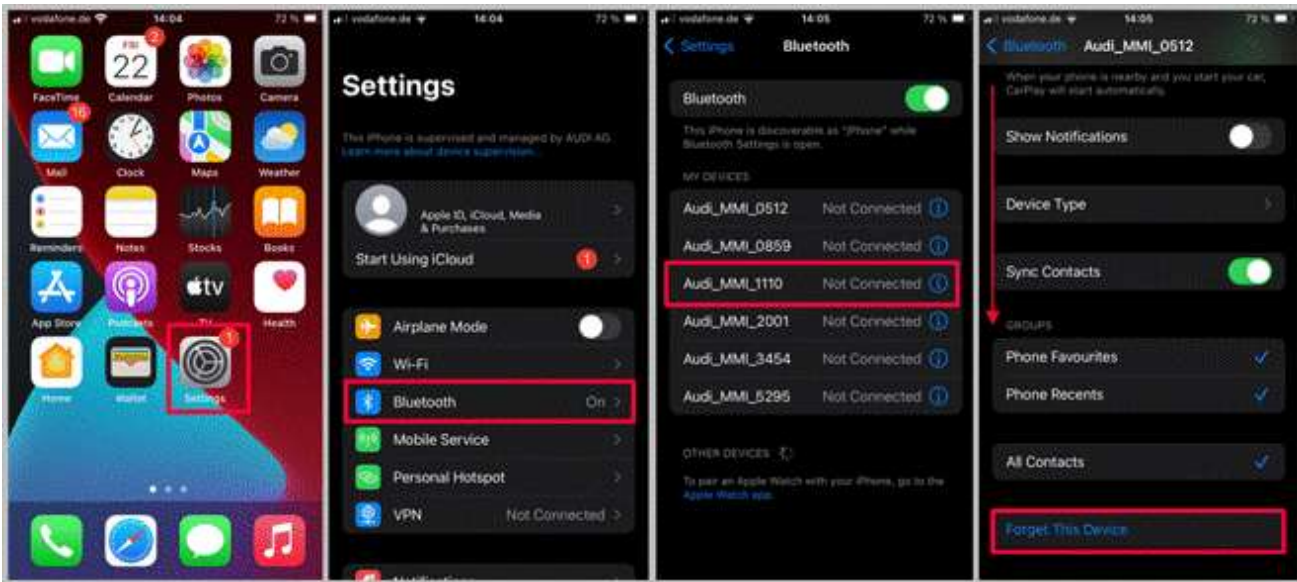
1. In the MMI via the connection manager, check whether the Wi-Fi hotspot name matches the Bluetooth name of the MMI.
2. If the names are different, match them up. Make sure that the name is secure and not too general (e.g. do not just use ‘AUDI’).
3. A password must also be set for the Wi-Fi hotspot.

On the phone:

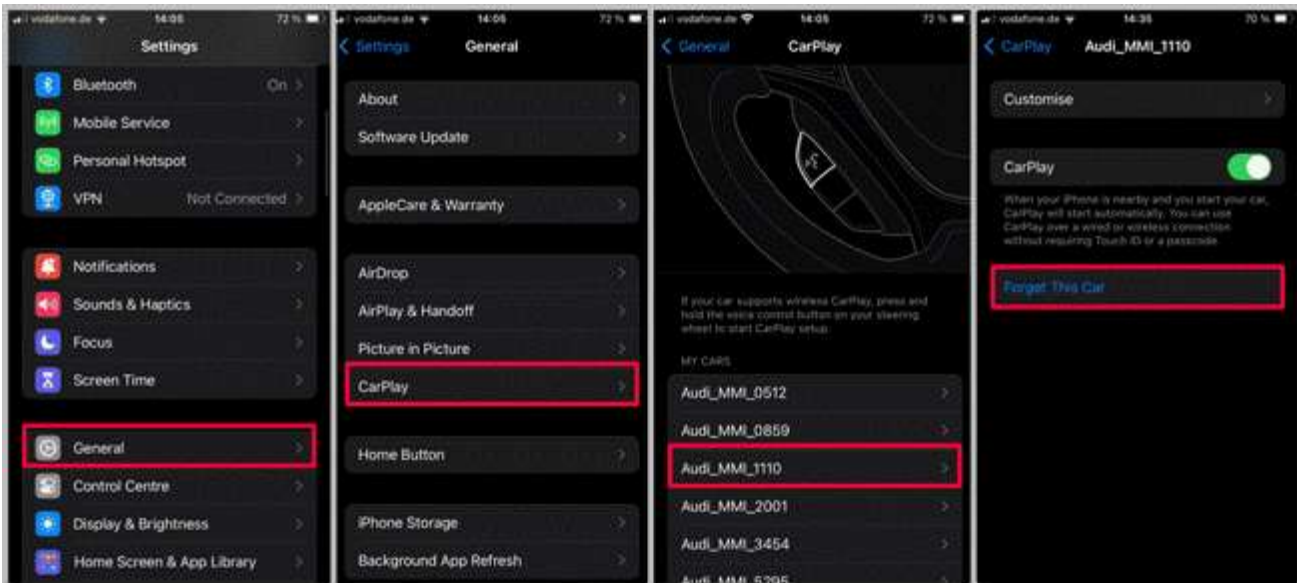
1. Delete BOTH vehicle Wi-Fi hotspots from the phone under **Settings>Wi-Fi>Edit (top right)>remove vehicle hotspots** from the list of known networks.



2. Delete the vehicle Bluetooth settings under **Settings>Bluetooth>blue “i” next to the device>select “Forget this device”**.



3. Delete the vehicle CarPlay settings under Settings>General>CarPlay>select the vehicle>select “Forget this car”.

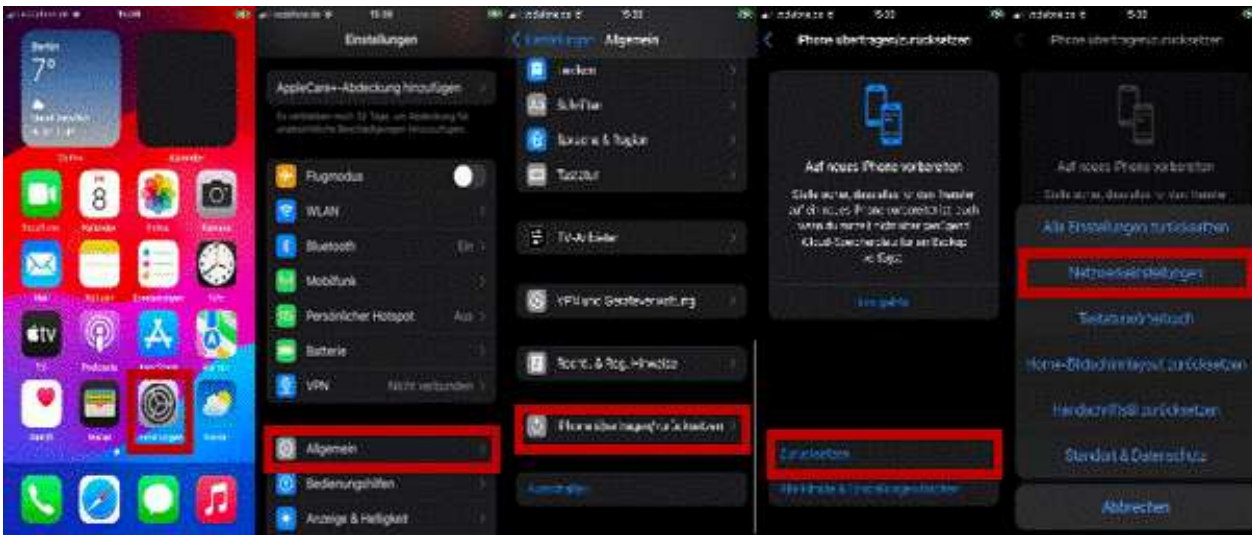


Check all steps above carefully. Then set up CarPlay again for the iPhone in the vehicle.

4. It can also be helpful to reset the network settings after an iOS update or when switching to a new iPhone and transferring the data from the old device.

Warning: This will remove any saved Wi-Fi connections.

Settings > General > Transfer or Reset iPhone > Reset > Reset Network Settings



If you would like to submit a technical repair query about Apple CarPlay™, please complete the attached form in full.

Warranty

Claim Type:	<ul style="list-style-type: none"> If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9109		
Damage Code:	AD39		
Labor Operations:	Check display and operating unit control unit	9196 0199	20 TU
Claim Comment:	As per TSB 2079620/2		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations as well as any associated tasks.

Additional Information

Please give the customer the list of solutions described in the *Service* section so that they can implement them themselves.

All part and service references provided in this TSB (**2079620**) 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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