



Technical Service Bulletin

PSS 91 MMI screen goes blank after iPhone is connected to USB port

91 17 13 2044130/4 March 10, 2017. Supersedes Technical Service Bulletin Group 91 number 16-62 dated July 26, 2016 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2016 - 2017	000001 - 047433	Audi smartphone interface
Q7	2017	000001 - 047433	Audi smartphone interface

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Technical Background</i> (Added note about iOS 10.2.1) Revised header data (Added VIN filter) Revised <i>Production Solution</i> (Added note about iOS 10.1) Revised <i>Service</i> (Added tip for connection manager; revised PSS link in AccessAudi)
3	07/26/2016	Revised <i>Technical Background</i> (Added paragraph)
2	06/06/2016	Revised <i>Condition</i> (Added condition) Revised <i>Service</i> (Added temporary workaround)

In vehicles with Audi smartphone interface (ASI), one or both of the following conditions is present:

- The MMI screen goes blank when an iPhone is connected to the USB port.
- The CarPlay screen goes blank after the park aid button is pressed to exit the reverse camera.

Technical Background

A known MMI software startup concern with iOS 9.X can cause the issues. If the customer's iPhone is connected before the car is started, the issues can occur. Typically, the process can be repeated if the iPhone is first connected to the USB port, then the vehicle is started within 1-2 seconds after the iPhone is connected. The condition can be sporadic.



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This condition is related to the iOS software and the MMI software. When the MMI software update is released, it will help the phone automatically reconnect to the MMI when the phone disconnects on its own. The customer must have their iPhone updated to at least iOS 10.2.1, or higher, for the upcoming MMI software to be effective.

Production Solution

Solution was introduced into CW45/16 series production combined with iOS 10.1 release.

Service

1. Please ask the customer to update their iPhone to the latest iOS release (10.2.1 or higher).

Explain to the customer that a final solution is forthcoming and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.

2. If the vehicle is an A4 and equipped with MMI Radio plus (PR Code 7UH), also known as MIB2 High Scale, then follow *TSB 2046294 91 Bluetooth call distorted audio or black screen for Apple CarPlay after using backup camera*, to update the MMI software.



Note:

This update fixes the blank screen issue but the customer may still experience the inability to select CarPlay. If the customer has the new complaint of not being able to select CarPlay and the MMI screen flashes back to the MMI menu after selecting CarPlay, then provide the information located in step 4 to the customer. Additionally you can add the customer's VIN to the PSS called out in step 3.

3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *App Links>>Service>>Pending Service Solutions (PSS)*), or through the Technical Assistance page in Elsa.
4. As a temporary workaround, ask the customer to:
 - **If the screen goes blank when CarPlay is accessed immediately after the car is started or if the screen flashes back to the MMI menu after selecting CarPlay:** connect the iPhone after the car is started and while the transmission is still in the park position. If the customer gets into this condition they can fix the concern by going to the connection manager (Figure 1) and deselecting the iPhone (Figure 2) and reselecting under Audi Smartphone Interface (*Settings>>Connection Manager>>Audi Smartphone Interface; Figure 1*). This will force the MMI to start a new CarPlay session with the iPhone.

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Figure 1. iPhone is selected for ASI (CarPlay).



Figure 2. iPhone is no longer selected for ASI (CarPlay).

- **If the screen flashes when selecting CarPlay after using the backup camera:** inform the customer there is no current workaround. If the customer has this issue they can temporarily fix the concern by going to the connection manager (Figure 1) and deselecting the iPhone (Figure 2) and reselecting under Audi Smartphone Interface (*Settings>>Connection Manager>>Audi Smartphone Interface*; Figure 1). This will force the MMI to start a new CarPlay session with the iPhone.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All parts and service references provided in this TSB (2044130) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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