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Case Number: S2108000119

Release Date: May 2021

Symptom/Vehicle Issue: Apple CarPlay Malfunctioning, Does Not Launch Or Is Cutting In An Out On Wired And Wireless Connection, Radio Stuck When iPhone Is Connected

Discussion: Customer may have a concern with Apple Carplay inoperative or not working correctly with iPhone device updated to iOS 14.5 and connected via cable or wireless CarPlay. Apps projection on radio screen may change color. To resolve these issues, you can clear paired devices, restart phone. Some of the concerns possible are listed below.

Customer Complaint:

- CarPlay not starting or disconnecting
- Waze White screen glitch (Pictures Below)
- Waze Purple Screen glitch (Pictures Below)
- Unable to launch Apple Music or Performance issues with device projection on other apps like Maps, Spotify etc. can occur
- Radio delay in reacting to touch screen inputs or touch screen blocked during Device Projection
- Crackling noise from speakers while reproducing DAB radio or music source from the iPhone during device projection Display stuck/blocked
- Radio reboot possible during device projection

Repair Procedure:

- **DO NOT REPLACE RADIO.** Engineering Investigation Ongoing
- Check if the issue doesn't arise when the radio is used without iPhone on iOS 14.5 connected via cable or wireless device projection
- If wireless CarPlay is not working, try to see if wired CarPlay works
- Uninstall and reinstall apps the issue is occurring with, eg. Waze, etc
- Check if the issue arises with tested working original Apple cable or Apple MFI certified cable

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Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



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- Check if the USB hub function works properly with a USB drive with music files or with an Android device supporting Android Auto (if officially available in your market)
- If the issue persists, disconnect iPhone completely, clear paired devices, restart the device, turn off the vehicle, leave it and close all doors, wait 5 minutes (Please reference SOL **S2008000010** for additional tips to reset apple devices)
- The issue might appear again if you connect an iPhone with iOS 14.5 again

Additional Info:

The Waze app screen may become white just after setting a route on CarPlay projection:

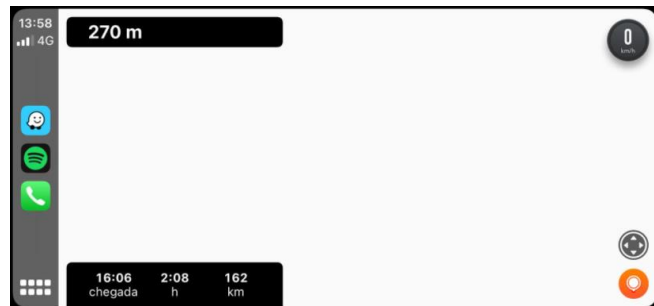


Fig 1 Waze App Turns White

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The Waze app (other apps as well) screen may become purple during the route on CarPlay projection:

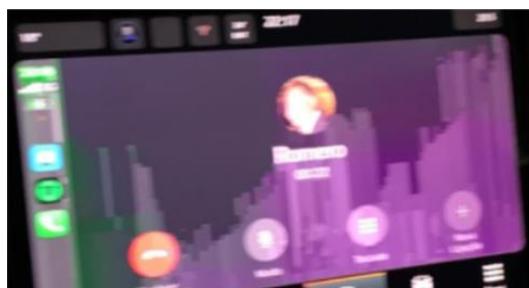
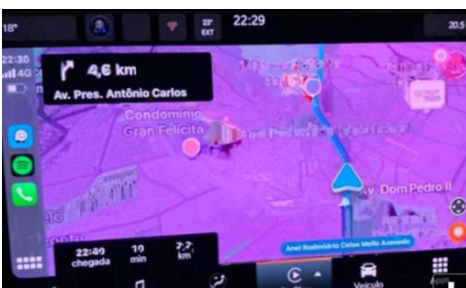
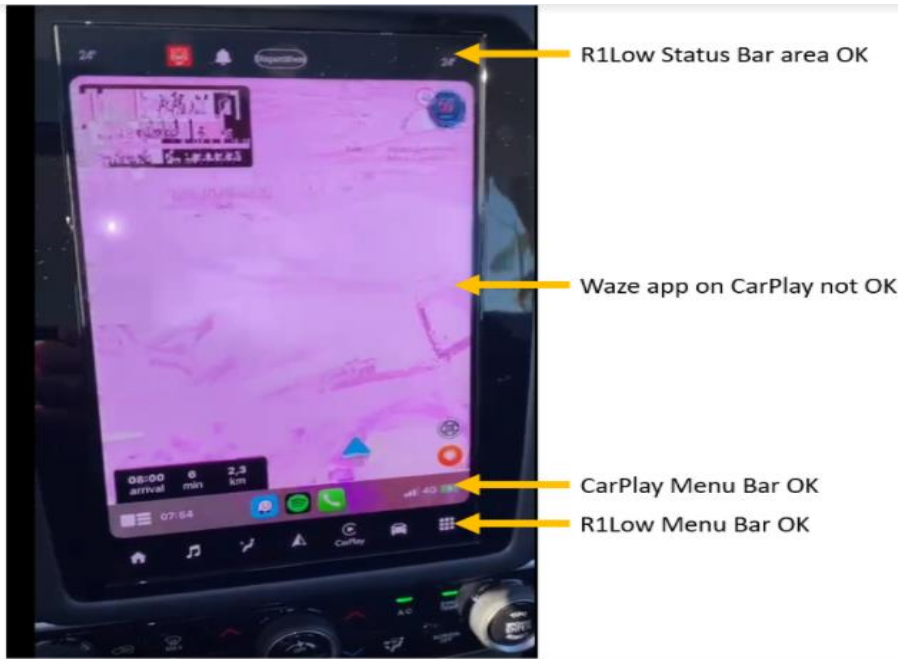


Fig 2 Waze App Screen Turns Purple

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