



Technical Service Bulletin

91 MIB3 ASI: Apple CarPlay screen is blank

91 23 51 2065728/6 November 22, 2023. Supersedes Technical Service Bulletin Group 91 number 23-14 dated July 17, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2020 – 2025	Not Applicable	MIB3 with Apple CarPlay

Condition

REVISION HISTORY		
Revision	Date	Purpose
6	-	Revised header (added MY25)
5	08/08/2023	Revised title (added MIB version) Revised <i>Service</i> (added software solution)
4	11/07/2022	Revised header (Simplified model list, added MY24) Revised <i>Technical Background</i> (updated iOS versions)

Customer states:

- An iPhone is connected via wireless Apple CarPlay (wACP) to the vehicle's MMI system.
- The Audi Smartphone Integration (ASI) feature is selected in the vehicle.
- Audio dropouts can be heard.
- The ASI display goes blank. The shortcut bar on the left side of the screen, as well as the top dropdown menu anchor, can still be seen on the screen (see *Figure 1*).



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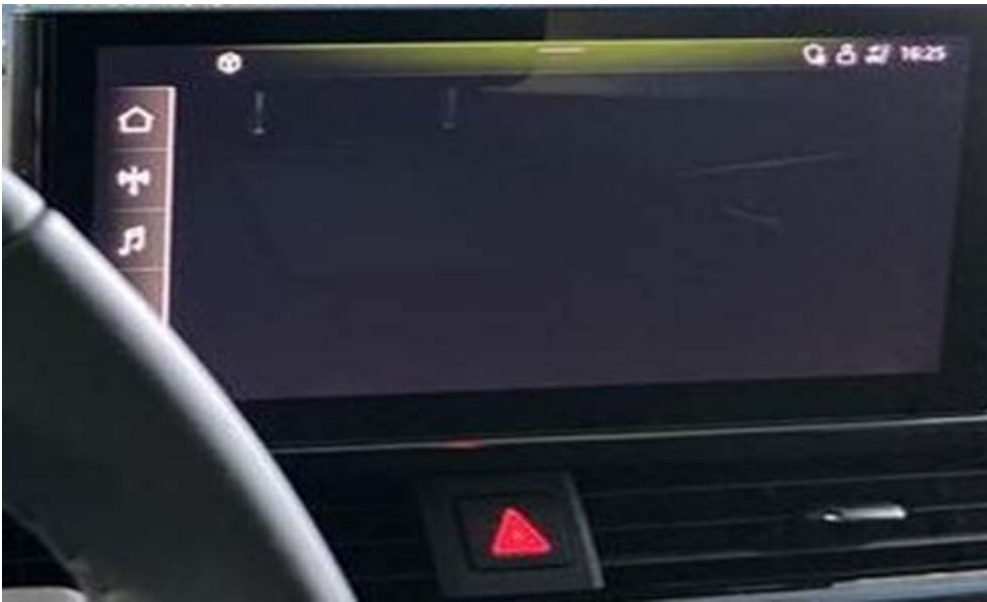


Figure 1: ASI display is blank when using wACP.

Workshop findings:

- No relevant DTCs are stored.

Technical Background

A non-standard behavior of the previous Apple iOS versions (including all 14.x, 15.x, and early 16.x versions) causes the phone to fail to send screen data to the vehicle. Additionally, a hardware issue in iPhone 8, iPhone X, and iPhone XR models can cause the display to blank out.

Production Solution

Not applicable.

Service

No repair is available at this time.

1. Do not perform any repairs. Any repairs for this concern may be denied.
2. **For customers with iPhone 8, iPhone X, and iPhone XR:**
The problem is due to a hardware issue in the WiFi chipset of the listed phone models. As those phone models are already out of production, no repair will be available. It is advisable to use a wired connection to use Apple CarPlay for those models.
3. **All other iPhone models:**
Please inform the customer that this behavior is due to a bug in the phone's operating system (iOS). **The iOS bug is fixed in iOS version 16.5 or newer.**



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CAUTION

Please ask the customer to always use the most current iOS software for iPhone to ensure the most up-to-date user experience.

NOTICE

In some cases, going to the home menu by clicking the home shortcut on the left of the screen and then reentering ASI resolves the concern. In other cases, the phone might need to be disconnected and then reconnected.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2065728**) 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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