



Technical Service Bulletin

91 ASI: Apple CarPlay connection is dropped repeatedly in short intervals

91 24 99 2073629/1 April 8, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2019 - 2025	All	Audi Smartphone Interface (ASI)

Condition

Customer states:

- Shortly after Apple CarPlay™ is started on the MMI, the connection between the iPhone and the vehicle is disconnected. A couple seconds later, the phone reconnects with the vehicle and starts Apple CarPlay™, only for it to disconnect again after a short period of time.

Workshop findings:

- The customer statement can be reproduced.
- If a wired connection is used, and the USB cable then unplugged to switch back to a wireless connection, the wireless Apple CarPlay™ connection remains stable.

Technical Background

If the iPhone is initially paired wirelessly to the vehicle, but then, after a vehicle sleep cycle, a wired connection is used (for example, to charge via USB), the phone can not properly determine if a wired or wireless connection is to be used.

This leads to a “reconnect-loop”, initiated by the phone, which causes the customer complaint.

Currently, this behavior is known to happen with iOS version 17.3.1, however, both newer and older iOS versions may be affected by this bug.

This is a bug in the iPhones iOS operating system and not a vehicle defect.

Production Solution

Not applicable.

Service

No repair is available at this time.

- Do not perform any repairs. Any repairs for this concern may be denied.
- Instruct the customer that this condition is due to outside, third party influence and can therefore not be repaired by Audi.



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Workaround:

- Ask the customer to delete all Bluetooth, Wi-Fi and ASI pairings between the phone and the vehicle on the MMI as well as on the phone.
- Tell the customer that they will have to decide between wireless Apple CarPlay™, or wired Apple CarPlay™.
 - If the customer decides to use wireless Apple CarPlay™, inform them to not also use a USB cable to charge the phone. Wirelessly charging the phone on the Audi PhoneBox is possible.
 - If the customer decides to use wired Apple CarPlay™, inform them to not also pair the phone via Bluetooth or Wi-Fi to the vehicle.



NOTICE

We recommend that the customer always update their iPhone and keep it maintained with the newest iOS version. This TSB will be updated when more information becomes available (e.g., which iOS update may fix this issue).

Warranty

This concern is due to a third-party system and is not covered by any Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2073629**) 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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