

Technical Service Bulletin



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

91 16 43 2044130/1 May 6, 2016.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2017 - 2019	All	Audi smartphone interface
Q7	2017 - 2019	All	Audi smartphone interface

Condition

In vehicles with Audi smartphone interface (ASI), the MMI screen goes blank when an iPhone is connected to the USB port.

Technical Background

A known MMI software startup concern with iOS 9.X can cause this issue. If the customer's iPhone is connected before the car is started, the issue 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.

Production Solution

Not applicable.

Service

1. Explain to the customer that a 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. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links*>>*Service*), or through the Technical Assistance page in Elsa.
3. As a temporary workaround, ask the customer to connect the iPhone after the car is started and while the transmission is still in the park position.



Warranty

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

Additional Information

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