

Helping Clients with Apple CarPlay™ or Android Auto™ Concerns

AFFECTED VEHICLES

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If a client comes in with an Apple CarPlay or Android Auto concern, you just might be able to fix it right there on the service drive. With that in mind, here are a couple of tips that may help you do that.

- Find out if your client's phone has the **latest** software. If not, have him or her download the latest and see if it takes care of the concern. Many times this does.
- Check your client's cable. For Apple CarPlay and Android Auto to work properly, the cable must be the one that comes with the phone and must be in good condition. If the cable isn't original equipment or it shows signs of fraying, wear (a white cable will look dirty), or damage, advise your client to replace it.