

YouTube Music displays black screen error on iPhone

Some YouTube Music for iOS users are currently experiencing an error that causes the app to display a black screen on certain Google accounts and the ability to play songs.

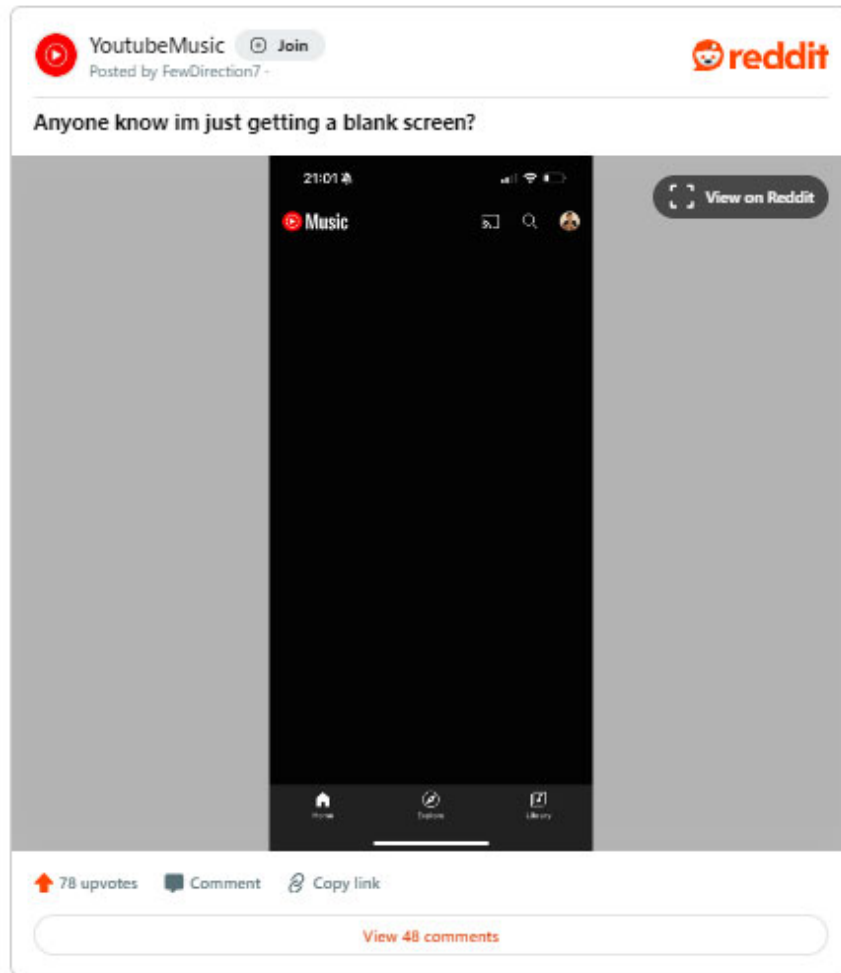
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Those affected by this black screen error only see the app bar with the YouTube Music logo, search and profile avatar as well as the toolbar below. (Notably, the navigation only shows Home, Explore, and Library after the Samples tab loads).

No ability to browse or start playing. This problem started early yesterday morning.

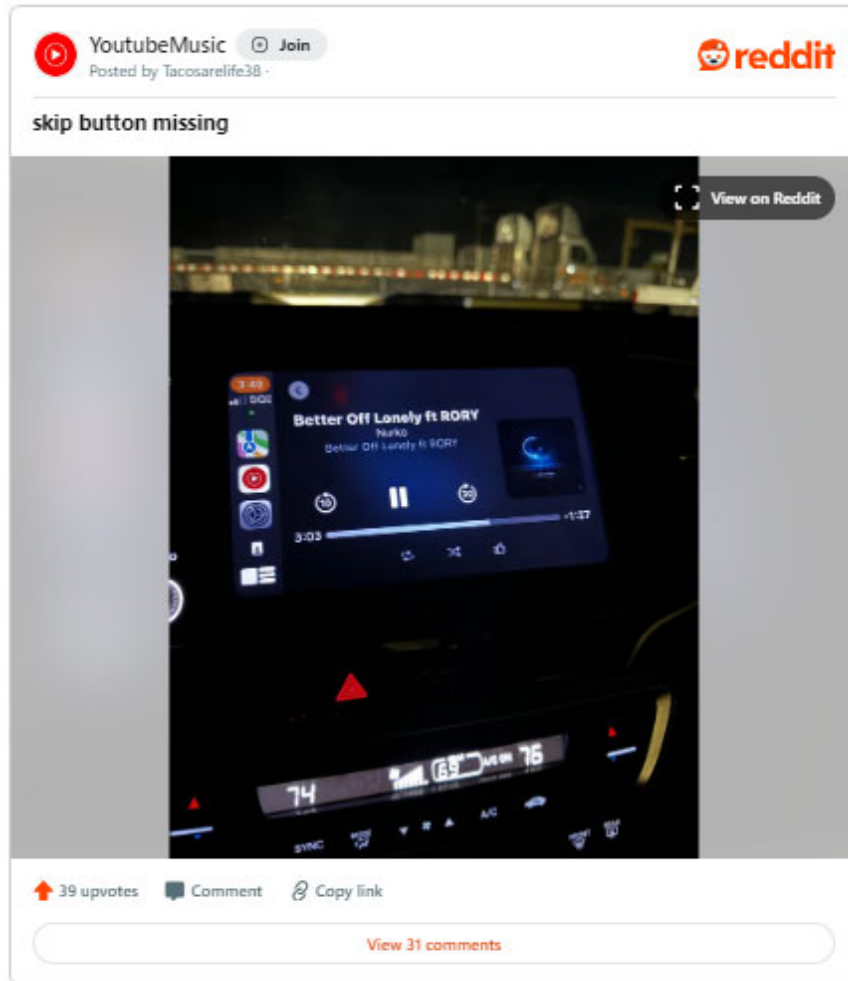
Users can temporarily switch accounts and listen to music with ads to fix the issue, but note that YouTube Premium libraries and subscriptions are only available on the affected account.

So far, the reports seem to only occur with the iOS app, with the Android app still working normally.



This is probably a server-side issue with the most recent app update rolled out late last week (version 6.48.3). Uninstalling and reinstalling YouTube Music did not fix the problem. Fortunately, not everyone encounters this error.

Additionally, some users have also reported problems with the Next and Previous buttons (replaced by 30 seconds fast forward and 10 seconds rewind, which is useful for podcasts but not for songs) on YouTube Music app for iOS.



This error appears in CarPlay and system-level Now Playing controls on the lock screen. However, the error only occurs with a small number of service users.

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