

Technical Service Bulletin



91 Bluetooth call quality poor / VR commands not recognized

91 13 03 2034842/2 September 6, 2013. Supersedes Technical Service Bulletin Group 91 number 13-94 dated July 24, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6/A7	2012-2014	All	All

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data (Changed VIN Break) Revised <i>Service</i> (Added SVM Code) Revised <i>Warranty</i> (Added SVM Code; changed Damage Code)
1	7/24/2013	Initial publication

The customer states:

- The driver's voice sounds muffled or background noise sounds very loud to other caller during Bluetooth calls.
- Voice recognition commands are not recognized or voice recognition accuracy is poor.

Technical Background

The location of the microphones within the roof module make them susceptible to interference by the vehicle air vents and climate control settings. When the center air vents are pointed upward, they can cause a "swirling" effect that affects the audio quality of Bluetooth® and voice recognition. This is particularly evident on hot days when the A/C system is set to "auto".

Production Solution

- Revised center air vents reduce the angle at which the vents can be pointed upward.
- Improved HVAC software.

Service

Please perform the bulletin sections based on the following criteria:

- If the VIN is MY 2012-2013, or is MY 2014 built before EN020793, perform both **Section A** and **Section B** of this bulletin.
- If the VIN is a MY2014 built after EN020793, perform only **Section B** of this bulletin.



Tip: **Section B** only applies to vehicles equipped with 3-zone climate control (PR Code 9AK). If the vehicle is not equipped with 3-zone climate control, **Section B** does not apply.

Section A

1. With the customer, determine if the issue is occurring when the climate control is set to a higher fan speed and if the center air vents are primarily pointed upward when this occurs.
 - If the center air vents are not pointed upward, or if the issue occurs when the defroster is in use, this section does not apply. Please inform the customer that strong air circulation from the defroster will affect the performance of the microphones.
 - If the center air vents are pointed upward when the issue occurs, proceed with **Section A**.
2. Remove the center air vents and inspect for a sticker on top of the vents (Figure 1).
 - If the sticker is not present, or if the sticker is below version **26S**, replace the vents.
 - If the part is already at version **26S**, do not replace the vents.



Figure 1. Part version sticker on top of center air vent.

3. Inform the customer about possible interference from the air vents and instruct them to lower the blower speed and/or point vents away from the microphones when in use.

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Section B



Tip: This section only applies to vehicles equipped with 3-zone climate control (PR Code 9AK).

1. Follow all instructions in the attached TSB, 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Update the Climatronic control unit, J255 (08), using the SVM action code as listed in the table below if necessary.

Model	Engine and/or Transmission	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Action Code
A6/A7	N/A	Varies	Varies	4G0820043AH	0091	08A014

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	8553		
Damage Code:	0010		
Labor Operations:	Remove and reinstall center air vent (if applicable)	8553 1900	40 TU
	Update J255 (if applicable)	8711 2599	20 TU
Diagnostic Time:	GFF – Checking and clearing fault codes included in existing labor operations	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2034842/2		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.



Required Parts and Tools

Part Number	Part Description	Quantity
See ETKA	Center air vent	1 (if needed)

Additional Information

All parts and service references provided in this TSB (2034842) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.