Technical Service Bulletin

Audi

91 Bluetooth phone preparation - phone book numbers inaccurate

91 13 93 2034784/1 July 19, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2006 – 2012		
A4	2009 – 2012		
A5	2008 – 2012		
A5 Cabriolet	2010 – 2012	All	CAN radio (8YN, 8UQ) and Bluetooth® phone preparation (9ZX)
Q5	2009 – 2012		
R8	2008 – 2012		
TT	2008 – 2012		

Condition

- Some telephone numbers that were downloaded via Bluetooth® are stored with additional, unrelated numbers that do not appear in the contact on the customer's cellular phone.

- These telephone numbers are displayed incorrectly on the radio display (Figure 1).

Figure 1. Additional numbers added to a phonebook entry.

- An example of this condition is below:

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Contact #1 (on customer's cellular phone)	
First name:	John
Last name:	Smith
Home number:	2222
Work number:	333333
Cell number:	44444444

Contact #2 (on customer's cellular phone)	
First name:	Alice
Last name:	Jones
Home number:	44444444
Work number:	333333
Cell number:	2222

Contact #1 (as displayed on radio, added digits in **red**)	
First name:	John
Last name:	Smith
Home number:	2222
Work number:	333333**44**
Cell number:	44444444

Contact #2 (as displayed on radio, added digits in **red**)	
First name:	Alice
Last name:	Jones
Home number:	2222**4444**
Work number:	333333**44**
Cell number:	44444444

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Technical Background

The software incorrectly stores the downloaded phone numbers.

Production Solution

Revised Handsfree Phone Preparation control module software.

Service

SVM Update Instructions

1. Follow all instructions in the attached TSB, *2011732: 00 Software Version Management (SVM), operating instructions*.

2. Check the software version of the Handsfree Phone Preparation control module (address word 77). If it is version 0650, update the software of the control module (address word 77) using the SVM action code as listed in the table below, if necessary. If the software version is not SW 0650, this TSB does not apply, and further analysis is necessary.

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Action Code
A3, TT, R8	8P1 862 336	0650	8P1 862 336A	0660	77A002
A4, A5, A5 Cabriolet, Q5	8T0 862 336E	0650	8T0 862 336F	0660	

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9189		
Damage Code:	0039		
Labor Operations:	Telephone interface software check and update	9189 9999	Time stated on diagnostic protocol (Max 50 TU)
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 20 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 #2034784/1		

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.

Additional Information

All parts and service references provided in this TSB (2034784) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.