Technical Service Bulletin

91 Microphone testing tips

91 14 19 2026895/3 January 3, 2014. Supersedes Technical Service Bulletin Group 91 number 11-16 dated October 5, 2011 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2006 - 2015	All	Not Applicable

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised *Service* (Added diagnosis step for 2012+ C7/D4; updated formatting)
2	10/5/2011	Revised *Additional Information* (Updated TSB numbers)
1	7/15/2011	Original publication

- During a Bluetooth call, the sound is difficult to hear for the other party.
- Voice recognition accuracy is poor.

Technical Background

This TSB provides guidelines for testing microphones in a vehicle.

Production Solution

Not applicable.

Service

Verify the Complaint

1. Use GFF to determine if a fault for microphone operation is stored in one of the following address words (depending on vehicle and equipment levels): 56, 5F, 67, or 77.
   - If a fault is stored, proceed with the test plan outlined in the scan tool.
   - If no fault is stored, proceed to step 2.
2. Verify the complaint by using one of the following methods:

- Pair a known good, compatible Bluetooth phone to the system. Use it to place a call to a landline contact under the same conditions under which the customer places calls (while vehicle is moving, stationary, with A/C on, etc.):
  - If the call quality is clear for the other party, then the microphones are okay and should not be replaced.
  - If the call quality is not clear, proceed to the following section of this bulletin.
- Create a directory contact, then a voice tag for the entry. Create the voice tag in the same conditions under which the customer places calls (while vehicle is moving, stationary, with A/C on, etc.). Play the entry back to check the sound:
  - If the sound is clear, then the microphones are okay and should not be replaced.
  - If the sound is not clear, proceed to the following section of this bulletin.

Check microphone for mechanical defects

1. Remove the roof module and press on the microphones to verify that they are securely seated in the roof module.
2. If the vehicle is a 2012 or newer C7 or D4, remove the microphones and inspect the rubber seal around the edge for tears or breaks in the seal (Figure 1).
   - If the seal is damaged, replace the microphone.
   - If the seal is not damaged, reinstall the microphones into the roof module and re-test.

   For vehicles equipped with integrated seat belt microphones, please reference TSB 2026851, *91 Belt Microphone Overview.*

***Figure 1**. Damaged rubber seal.*

Note:

When installing microphones back into the roof module, make sure that the microphones are installed straight into the cavity (Figure 2). Installing them at any other angle can cause damage to the microphone and/or seal.

Figure 2. *Correct installation angle of microphones.*

3. Inspect the microphone wiring and verify that it is securely fastened in place and that there is no visible sign of damage.

Check the microphones for electrical defects

1. Disconnect the microphones and verify that the voltage coming from the module is 8V +/- 10%.
2. Disconnect the microphone cable at the control module and verify that the voltage on the wiring to the microphones is 0V.
3.
   - If voltage is present in steps 1 and 2:
     - Inspect the wiring for any shorts.
   - If the voltage is not present in steps 1 and 2, or if the incorrect voltage was measured in step 1:
     - Inspect the control module for proper output voltage at the module. Replace as necessary.
   - If steps 1 and 2 are okay:
     - Replace the microphones.

Warranty

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

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2026851, *91 Belt Microphone Overview*
- TSB 2026888, *91 Bluetooth Phone: poor call quality*
- TSB 2027718, *91 Bluetooth Phone: call quality poor at other end*

All parts and service references provided in this TSB (2026895) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.