

Technical Service Bulletin



91 MMI3G+ Bluetooth security profile for stored contacts, navigation favorites, and myAudi PIN

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| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|--------------------------|-----------|-----------|----------------------------|
| A4, A5, A5 Cabriolet, Q5 | 2013-2015 | All | Audi Connect |
| A8 | 2010-2015 | All | Audi Connect |
| A6, A7, Q7 | 2012-2015 | All | Audi Connect |

Condition

The following condition may be present in vehicles with MMI3G+ Navigation, and in vehicles with or without Audi connect:

- The addresses and contacts stored in the *Navigation >> Favorites*, *Navigation >> Directory*, and *Navigation >> Last destinations* submenus (Figure 1) disappear intermittently.



Figure 1. *Navigation >> Favorites*, *Navigation >> Directory*, and *Navigation >> Last destinations* submenus

Additionally, the following condition may be present in vehicles with Audi connect:

- Intermittently, the MMI system does not appear to remember that the user's myAudi PIN has already been entered, and it requires the user to enter the PIN again (Figure 2).



Figure 2. *myAudi PIN entry*

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Technical Background

- If a user stores addresses and contacts in the *Navigation >> Favorites*, *Navigation >> Directory*, and *Navigation >> Last destinations* submenus while a Bluetooth phone is paired to the vehicle, those addresses and contacts will only be visible any time that the same phone is paired to the vehicle. Any time that the same phone is not paired to the vehicle, the addresses and contacts will not be available.
- If a user stores addresses and contacts in the *Navigation >> Favorites*, *Navigation >> Directory*, and *Navigation >> Last destinations* submenus while a Bluetooth phone is not paired to the vehicle, the addresses and contacts will be available any time.
- In vehicles with Audi connect, the user is prompted to enter the myAudi PIN when selecting online destinations or when importing contacts from the myAudi account (Figure 3). If the user's Bluetooth phone (the same phone that was paired to the vehicle when the PIN was entered initially) is paired to the vehicle, the user will not be prompted to re-enter the PIN after it has been entered.



Figure 3. Importing contacts from the myAudi account.

Production Solution

Not applicable.

Service

- Explain the Technical Background to the customer.
- If the customer would like to store addresses and contacts in the *Navigation >> Favorites*, *Navigation >> Directory*, and *Navigation >> Last destinations* submenus that can be viewed by any driver or passenger (no security feature), explain that these addresses and contacts must be stored when there is no active Bluetooth pairing. The phone's Bluetooth radio must be OFF when these addresses and contacts are entered.
- Explain to the customer that if additional phones have ever been paired to the vehicle, it is possible that the vehicle will pair to one of those phones if one is nearby (such as inside the customer's home when the car is in the garage/driveway).

Warranty

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

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Additional Information

All parts and service references provided in this TSB (2036575) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.