

# Technical Service Bulletin



## 91 MMI freezes or crashes and restarts when telephone address book is searched

91 14 28 2036576/2 March 6, 2014. Supersedes Technical Service Bulletin Group 91 number 14-26 dated February 24, 2014 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, A5 Cabriolet, A8, Q5	2010-2015	All	MMI3G/3G+
A6, A7	2012-2015	All	MMI3G/3G+
Q7	2009-2015	All	MMI3G/3G+

## Condition

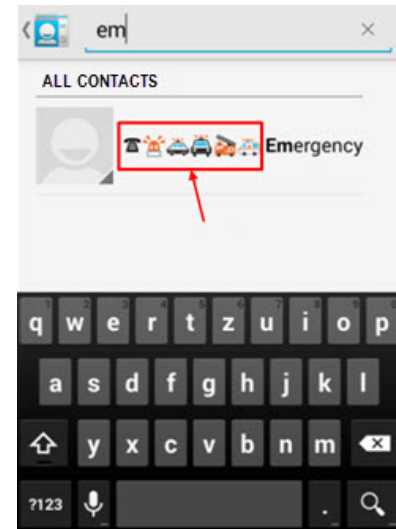
REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data (Corrected Elsa display issue)
1	2/24/2014	Initial publication

When a phone is connected to the vehicle via Bluetooth, one of the following conditions occurs when the user searches for a contact name in the MMI address book (by using the MMI control knob or the voice recognition system):

- The MMI screen goes blank then restarts.
- The MMI screen freezes for a few minutes then recovers.

## Technical Background

This condition occurs because special characters (including symbols, emoticons, or map icons) are stored in the name field of a phonebook contact (Figure 1).



*Figure 1. Special characters stored in the name field of a phonebook contact.*

## Production Solution

Not applicable.

## Service

Check all of the phonebook contact fields (first name, last name, company, phone number, etc.) that have been transferred to the vehicle. If special characters are stored in any field, ask the customer to remove them. For additional information, see TSB 2026390, *91 Bluetooth - MMI freezes or voice recognition inoperable due to phone book*.

### Note:

Replacement of the MMI main unit or of the telephone control unit will not fix the condition.

## Warranty

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

## Additional Information

The following Technical Service Bulletin may be necessary to complete this procedure:

- TSB 2026390: *91 Bluetooth - MMI freezes or voice recognition inoperable due to phone book*

All parts and service references provided in this TSB (2036576) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.