Technical Service Bulletin

91 Bluetooth Phone: poor call quality

91 14 29 2026888/4 March 19, 2014. Supersedes Technical Service Bulletin Group 91 number 12-50 dated August 1, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2004 - 2015	All	Not Applicable

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
4	-	Revised header data (Added model year) Revised *Service* (Updated web site link; revised for clarity)
3	8/1/2012	Revised header data (Added model years) Revised *Service*
2	10/24/2011	Revised *Additional Information* (Added TSB number)
1	7/14/2011	Original Publication

Customer complains of one of the following during a phone call:

- Echo effects.
- Caller on either end cannot hear conversation.
- Sound distortion or feedback.
- The sound is distorted, hisses, or scrapes.

Technical Background

This bulletin provides guidelines for analyzing the call quality of the Bluetooth system in the vehicle, and is not applicable to any Audi warranty.

There are several factors that can affect call quality within a vehicle:

- Interior noises:
  - The quality of a Bluetooth call is directly related to the signal-to-noise ratio. Conditions that can affect this ratio are:
    - Different road surfaces/tires.
    - Open windows/sunroof.
    - Climate control fan speed/vent position.

- Body height and seat position:
  - Variations in customer height and seat position change the distance to the microphone and can affect the reception quality.
- Phone reception and service provider:
  - Reduced cell phone reception can introduce noise into the Bluetooth call. The reception display on the phone may not accurately indicate actual reception.
  - Service providers may introduce noise suppression into their system to increase call quality. This noise suppression can make the call sound thinner, and when combined with interior noises, it has a negative effect on the sound quality.
- Technical issues

Production Solution

Not applicable.

Service

1. To aid in diagnosis, gather as much information as possible from the customer by asking the following questions:
   - What is the phone model and current software? (Verify that the phone and software is compatible by checking http://audi-intelligence.com/bluetooth/prod/. If the phone is not compatible, use a known compatible phone to determine if the system is functioning correctly).
   - What issue is the customer experiencing? Echoing? Sound too quiet? Distorted audio? Is the issue present on both ends of the call?
   - How often does the issue occur?
   - Are there any patterns in the customer's actions that seem to bring on the issue?
2. After understanding the customer's complaint, proceed to the appropriate section below for troubleshooting tips.

Echoing:

For MMI 3G/3G+:

- Test the customer's phone by comparing it with a known good phone.
- System architecture does not allow for echoing to occur. Do not replace a control unit for an echoing concern.

For UHV CAN, MMI 2G:

- Reduce the call volume (on mobile phone and on vehicle).
- If echoing occurs during every call, try resetting the phone. If the issue is still present, the phone may need to be replaced.
- If echoing always occurs on a specific stretch of road or only when specific people are called, it is a carrier issue and not an issue with the vehicle.

- If these explanations do not solve the echoing issue, test the UHV control unit and replace if necessary.

No Sound:

If no sound is heard by the caller on the other end:

- Test the mobile phone. It may need to be replaced.
- Test the microphone. It may need to be replaced.
- If the mobile phone and microphone are working correctly, test the UHV control unit and replace if necessary.

If no sound is heard by the caller in the vehicle:

- The microphone does not have an effect on incoming sound volume/quality and it is not the cause.
- Test the mobile phone. It may need to be replaced.
- Verify the wiring from UHV control unit to radio in CAN radios.
- If the issue cannot be corrected, test the UHV control unit and replace if necessary.

Sound is too quiet:

If the sound is too quiet for the person on the other end to hear:

- Ask the caller on the other end to increase the speaker volume.
- Test the microphone. It may need to be replaced.
- For 3G & 3G+ vehicles only: adjust microphone sensitivity. Adjusting the microphone sensitivity on CAN vehicles is not advised because doing so can impair other features, including voice recognition and auto pilot.

If the sound is too quiet for the caller in the vehicle to hear:

- Increase the volume in the vehicle.
- Increase the volume on the mobile phone, if allowed.

Sound is distorted:

- Reduce the volume on the mobile phone, if allowed.
- Reduce the speaker volume.
- Delete the Bluetooth connection, then re-pair the phone to the vehicle.
- Reset the microphone sensitivity.
- Verify that the position of the air vents is not causing interference.

Warranty

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

Additional Information

The following Technical Service Bulletin(s) will provide additional information:

- TSB 2026851, *91 Belt Microphone Overview*
- TSB 2026895, *91 Microphone Testing Tips*
- TSB 2027718, *91 Bluetooth Phone, call quality poor at other end*

All parts and service references provided in this TSB (2026888) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.