

Technical Service Bulletin



91 Bluetooth call quality (A5 Cabriolet, TT Roadster)

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
TT Roadster	2013	005437 - 999999	Bluetooth®
TT Roadster	2014 - 2015	All	Bluetooth®
A5 Cabriolet	2013	005352 - 999999	Bluetooth®
A5 Cabriolet	2014 - 2015	All	Bluetooth®

Condition

Customer complains that during Bluetooth calls, the person at the other end has trouble hearing the speaker in the vehicle.

Technical Background

Ambient noise affects the quality of Bluetooth calls.

Production Solution

Not applicable.

Service

1. Confirm with the customer that the issue is noticed when all of the windows and the convertible top are *closed*.
 - If the issue is only noticed when the windows and/or convertible top are *open*, it is likely due to wind/road noise, and proceeding with this bulletin is not necessary. Advise the customer to close the windows and/or convertible top when making Bluetooth calls to improve call quality.
 - If the issue is noticed when all of the windows and the convertible top are *closed*, proceed to step 2.
2. With all windows and the convertible top closed, climate control off, and the vehicle stationary, pair a known good Bluetooth phone to the vehicle. Use it to call a landline.
 - If the call quality sounds fine to the person on the landline, then there is no issue with the microphone. Proceed to step 3.
 - If the call quality does not sound fine to the person on the landline, perform diagnosis of the system outside of this TSB.

3. Talk to the customer to determine what driving conditions cause the issue to occur. Re-create the conditions and place a test call to a landline. If the customer complaint can be verified, attempt to isolate the cause of the interference, then address it. Pay special attention to the following:
 - Excessive road noise caused by uneven tire wear or road surfaces.
 - Excessive wind noise from exterior accessories or vehicle damage.
 - Excessive wind noise from air entering the cabin (through seals, door adjustment, top adjustment, etc.).
 - Noise from above the interior lamp assembly. Lower the lamp assembly and listen for noises that can be amplified in the area behind the microphone. Check for loose components and ensure that the microphones are securely fastened.
 - Excessive noise from loose components, such as the door seal, headliner, lamp assembly, etc.
4. If the complaint could not be verified in step 3, the issue may be with the customer's phone. Troubleshoot the customer's phone by trying the following:
 - Delete all Bluetooth profiles from the customer's phone and from the vehicle.
 - Perform a power cycle on the customer's phone and perform a three-finger reset on the vehicle radio.
 - Re-pair the phone to the system.

If the issue is still present, advise the customer to contact the cellular provider for hardware diagnostics.

Warranty

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

Additional Information

All parts and service references provided in this TSB (2036795) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.