

# Technical Service Bulletin



## 91 MMI3G+: no download of phonebook entries/call lists to vehicle

91 14 36 2027903/3 April 10, 2014. Supersedes Technical Service Bulletin Group 91 number 12-55 dated August 13, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2013 – 2015	All	MMI 3G+ (8DY)
A5	2013 – 2015		
A5 Cabriolet	2013 – 2015		
Q5	2013 – 2015		
A7	2012 – 2015		
A6	2012 – 2015		
A8	2011 – 2015		
Q7	2012 – 2015		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header data (Added model year and PR code) Revised <i>Service</i> (Updated Bluetooth database link) Revised <i>Warranty</i> (Updated labor operation)
2	8/13/2012	Revised header data (Added model years)
1	11/4/2011	Original publication

- The most recent calls are not shown in the call lists of the vehicle.
- Call lists are not shown.
- The phone book (Directory) in the vehicle is not updated.
- The phone book is not downloaded to the vehicle.

## Technical Background

Vehicles with MMI 3G+ are affected (control unit for information electronics 1 – J794, diagnosis address 5F).

## Production Solution

Not applicable.

## Service

1. Verify that the customer's cell phone and software/firmware version is listed on the approved phone list, which can be found at <http://audi-intelligence.com/bluetooth/prod>.
2. Verify that all other phone functions operate correctly, i.e., Bluetooth connection, etc.
3. Verify that the customer's cell phone downloads the phone book correctly in another vehicle.
4. Verify that other Audi-approved cell phones correctly download the phone book in the customer's vehicle.
5. If all criteria in steps 1-4 are met, perform a reset of the factory settings for the Directory using the instructions below.



**Tip:** Before the reset, inform the customer that all data in the directory will be deleted. Additionally, do *not* use the function "export contacts" to save old data, as doing so will cause the issue to return when the old data is re-imported.

### Perform a reset:

1. Press the "Menu" button on the MMI control panel. Next, select "Setup MMI" by pressing the upper right soft key on the control panel (Figure 1).



Figure 1: MMI Menu with "Setup MMI" in upper right.

2. On the next screen, select “Factory default settings” (Figure 2).



**Figure 2:** Factory default settings selection.

3. In the “Setup MMI” screen, select “Directory” (Figure 3).



**Figure 3:** Select “Directory”.

4. Select “Yes” to confirm restoration of the factory default settings (Figure 4).



**Figure 4:** Confirming restoration of factory default settings.

- The MMI system will shut down after the reset is performed (Figure 5). Press the volume button to restart the MMI.



**Figure 5:** Reset underway.

- The customer's phone book can now be downloaded.

## Warranty

<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	9196		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Perform MMI Directory factory reset	9196 9999	20 TU
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
<b>Claim Comment:</b>	As per TSB # 2027903/3		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

## Additional Information

All parts and service references provided in this TSB (2027903) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.