

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 Service (Updated Bluetooth database link) Revised Warranty (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.

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Technical Service Bulletin



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:

 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.

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

Time	Menu	Setup MMI
	Language	🗮 English 🕨
	Measurement units	•
	Voice recognition	•
	Display brightness	Ó
	Factory default settings	
	System update ▼	•
TMC	2:41 _{РМ}	≵ 3G

Figure 2: Factory default settings selection.

Time	Menu	Setup MMI	
Setup MMI T Factory default settings			
	Directory		
1	Telephone		
	Bluetooth		
N	Navigation settings		
	Navigation and online memory		
TMC	2:50рм	≵ 3G	

Figure 3: Select "Directory".

Time	Menu Setup MMI			
Factor	Factory default settings 🛥 Restore			
	Are you sure you want to delete the selected systems and restore them to the			
	factory default settings?			
	Yes			
	No			
TMC	2:50 _{PM} \$ 36			

Figure 4: Confirming restoration of factory default settings.



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

3. In the "Setup MMI" screen, select

"Directory" (Figure 3).

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

Ti	ne Menu Setup MMI			
F	Factory default settings → Restore			
	Are you sure you want to delete the			
	factory default settings?			
	Yes			
	Restarting system			

Figure 5: Reset underway.

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

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.			
Service Number:	9196			
Damage Code:	0039			
Labor Operations:	Perform MMI Directory factory reset	9196 9999	20 TU	
Diagnostic Time:	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)			
Claim Comment:	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

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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.

Page 4 of 4

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