

91 Bluetooth® - Cannot initiate call - Android phone

91 14 37 2030947/3 April 10, 2014. Supersedes Technical Service Bulletin Group 91 number 13-92 dated July 16, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2005 - 2016	All	Bluetooth®

Condition

REVISION HISTORY		
Revision	Date	Purpose
3		Revised header data (Added model years)
2	7/16/2013	Revised header data (Added model years)
1	9/25/2012	Initial publication

Customer Complaint:

The customer complains that when he or she is trying to place a phone call from the vehicle while using a Bluetooth®-connected phone, the phone call disconnects before it begins and an error shows on the MMI display. The message may be "Function not supported" (Figure 1) or "Network error".

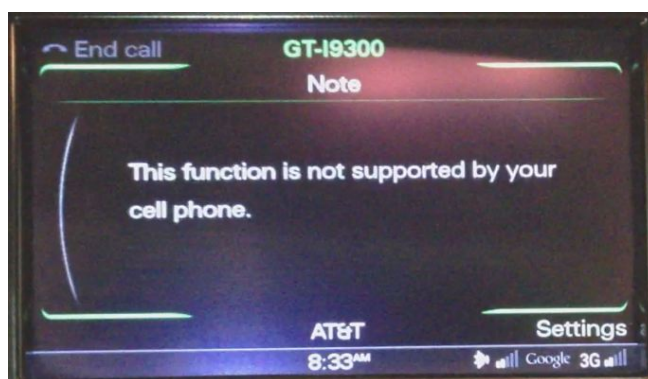


Figure 1. Error message on MMI display.

Workshop Findings:

- The customer is using a phone with the Android operating system. In addition, Skype®, or another network-based communication software, is installed on the phone.
- Call can be placed directly from the phone without a problem.

Technical Background

When the phone receives the request to place a call from the vehicle, a prompt appears on the phone asking the user to choose how the call should be placed (Figure 2). If the prompt is ignored, the MMI system disconnects the call because it assumes that the phone is not responding.

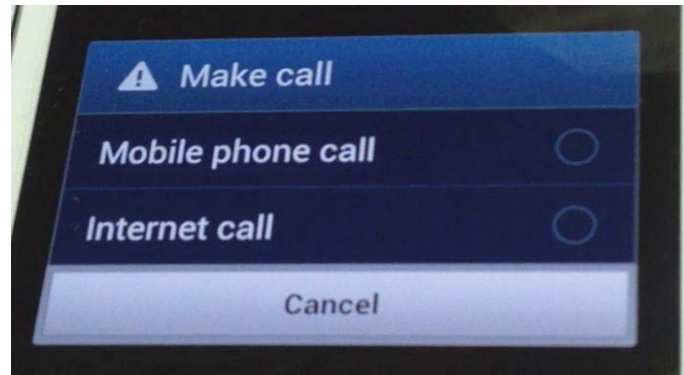


Figure 2. Prompt that appear on the phone.

Production Solution

Not applicable.

Service

When a call is placed using this phone, the prompt must be answered every time or the customer must adjust the phone settings to disable the prompt.

Warranty

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

Additional Information

All parts and service references provided in this TSB (2030947) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.