

Technical Service Bulletin



91 MIB High: Static noise heard when music is streamed using Bluetooth (A2DP)

91 14 71 2039054/1 November 18, 2014.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2015 - 2017	All	MIB High

Condition

Background static noises (crackling) are heard when music is streamed to the MMI using Bluetooth audio player (A2DP).

Technical Background

The static noises can only be heard with certain music tracks (especially ones with quiet passages), and often depend on the device being used (mobile phone, Bluetooth MP3 player, or iPod), the music codec used to convert the music, and the output volume of the device.

The noises are not heard when the music is played from the device using other media connection sources (such as the hardwired Audi music interface (AMI) system or the Wi-Fi UPnP connection with the MMI Connect app).

Production Solution

Not applicable.

Service

MMI replacement is not allowed for this condition.

Bluetooth Media Streaming (A2DP):

The condition can often be resolved with an adjustment to the device output or MMI input volume:

Set the phone or iPod/MP3 player output volume to a maximum of 75%. In most cases, this lowers the background noise and makes the noises almost imperceptible when the music is played at normal volume levels in the vehicle.

Other MMI Media Source Options:

Because the static noises are only heard when the Bluetooth A2DP media connection is used, the customer can use a different MMI media source option to avoid the static noises:

Connect the iPod or phone with adapter cable to the AMI. Android and Apple iOS devices can be used; Windows Phone and Blackberry devices are not supported. It is not possible to use an Android device with AMI in previous versions of MMI (MMI3G/MMI3G+).

- The Android device must support the Media Transport Protocol (MTP) and must be set properly by the device before it is connected to the AMI system. Most Android phones have additional USB settings for mass storage device or camera device, so it is possible the phone's USB settings can be set incorrectly.
- Android 4.1.X JellyBean:
After the device is connected, the system will prompt the user to choose a USB device connection type (Figure 1 and Figure 2). Select "Media device (MTP)". Note that with certain brands of phones, such as Samsung, there is no option to pre-set this setting for USB.
- Android 4.4.X Kitkat:
Go to *Settings>>Storage>>USB Computer Connection*. The USB Computer Connection option can be accessed through the additional menu options (Figure 3) or through the menu key on the phone.



Figure 1. Android MTP option for USB PC connection on a Samsung S3 with Android 4.1.2 JellyBean.

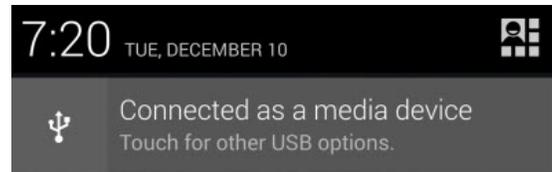


Figure 2. Android USB notification seen in notification center drop down menu.

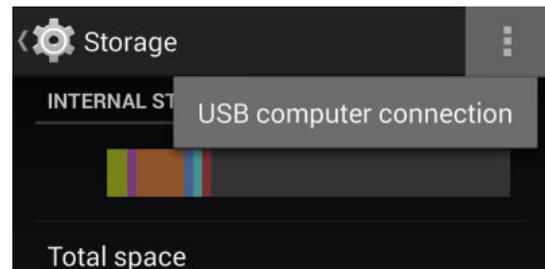


Figure 3. Android MTP option for USB PC connection on a Google Nexus 4 with Android 4.4.4 KitKat.

Connect the iPod or phone to the Wi-Fi hotspot in the vehicle, then install the MMI Connect app (Figure 4) from the Google Play Store or iTunes App Store.

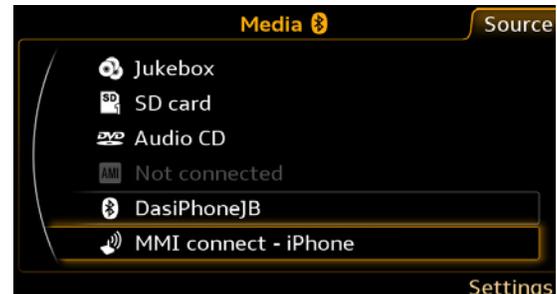


Figure 4. Wi-Fi UPnP connection for MMI Connect App.

When using MMI Connect app, the customer is able to see the music files stored on the device and is able to browse through the music library using the MMI controls (Figure 5). In addition, the audio quality is much higher with the MMI Connect app than with the Bluetooth Media player.



Tip: To prevent an unintentional connection of the Bluetooth player, this function can be deactivated in the Bluetooth menu of the MMI. Go to *Telephone* >> *Settings* >> *Bluetooth* and set the audio player option to “off”.

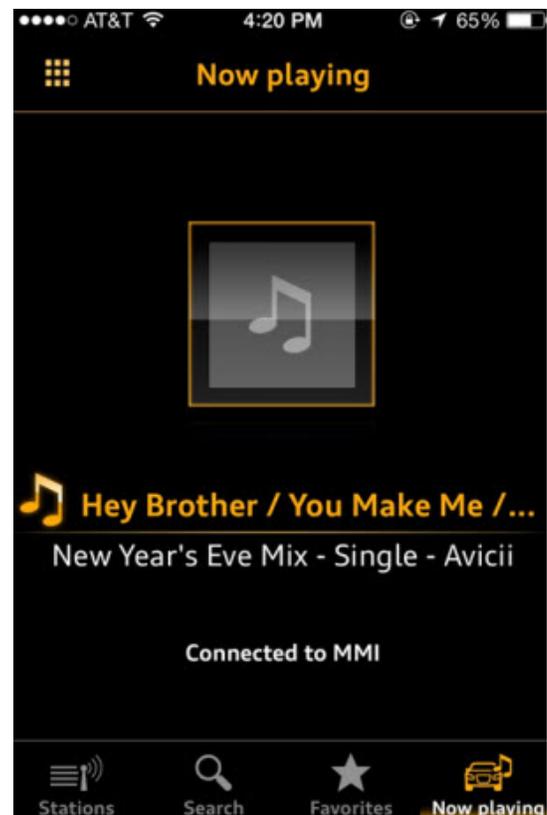


Figure 5. The music stream section of the MMI Connect app on iOS.

Warranty

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



Additional Information

All parts and service references provided in this TSB (2039054) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.