

Technical Service Bulletin



91 MMI3G+ Bluetooth security profile for voice training, stored contacts, navigation favorites, and myAudi PIN

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, A5 cabriolet, Q5	2013-2016	N/A	MMI Navigation
A8	2010-2017	N/A	MMI Navigation
A6/A7	2012-2015	N/A	MMI Navigation
Q7	2012-2016	N/A	MMI Navigation
Q3	2015-2017	N/A	MMI Navigation

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data (Added Q3; added model years) Revised <i>Technical Background</i> (Added information about voice recognition training) Revised <i>Service</i> (Added information about voice recognition training)
1	3/4/2014	Initial publication

One of the following conditions may be present in vehicles with MMI3G+ Navigation, and in vehicles with or without Audi connect:

- The addresses and contacts stored in the *Navigation >> Favorites*, *Navigation >> Directory*, and *Navigation >> Last destinations* submenus (Figure 1) disappear intermittently.



Figure 1. Navigation >> Favorites, Navigation >> Directory, and Navigation >> Last destinations submenus

- Intermittently, the MMI system does not appear to remember that the user's myAudi PIN has already been entered, and it requires the user to enter the PIN again (Figure 2).

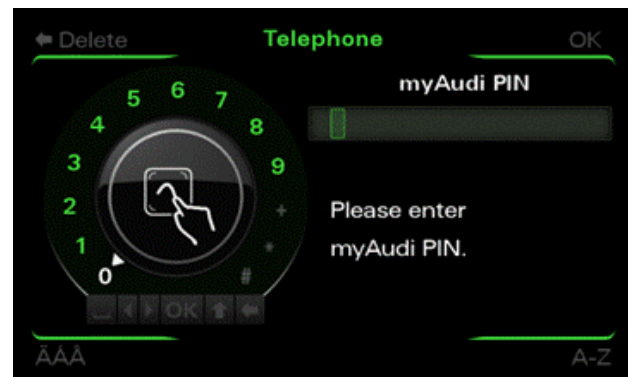


Figure 2. myAudi PIN entry

- The voice recognition system does not easily recognize commands spoken by the driver. This condition can be consistent or intermittent.

Technical Background

- If a user stores addresses and contacts in the *Navigation >> Favorites*, *Navigation >> Directory*, and *Navigation >> Last destinations* submenus while a Bluetooth phone is paired to the vehicle, those addresses and contacts will only be visible any time that the same phone is paired to the vehicle. Any time that the same phone is not paired to the vehicle, the addresses and contacts will not be available.
- If a user stores addresses and contacts in the *Navigation >> Favorites*, *Navigation >> Directory*, and *Navigation >> Last destinations* submenus while a Bluetooth phone is *not* paired to the vehicle, the addresses and contacts will be available any time.

- In vehicles with Audi connect, the user is prompted to enter the myAudi PIN when selecting online destinations or when importing contacts from the myAudi account (Figure 3). If the user's Bluetooth phone (the same phone that was paired to the vehicle when the PIN was entered initially) is paired to the vehicle, the user will not be prompted to re-enter the PIN after it has been entered.



Figure 3. Importing contacts from the myAudi account.

- Multiple voice recognition training sessions can be stored in the MMI for different users when different phones are Bluetooth-paired during each training session. If no phone is paired, the training session will be stored under a default profile. This profile will be used each time the voice recognition system is used without a phone being paired to the MMI.

Production Solution

Not applicable.

Service

- Explain the *Technical Background* to the customer.
- If the customer would like to store addresses and contacts in the *Navigation >> Favorites*, *Navigation >> Directory*, and *Navigation >> Last destinations* submenus that can be viewed by any driver or passenger (no security feature), explain that these addresses and contacts must be stored when there is no active Bluetooth pairing. The phone's Bluetooth radio must be OFF when these addresses and contacts are entered.
- Explain to the customer that if additional phones have ever been paired to the vehicle, it is possible that the vehicle will pair to one of those phones if one is nearby (such as inside the customer's home when the car is in the garage/driveway).
- Explain to the customer that voice recognition training must be performed for every new Bluetooth-paired phone. Recommended that voice recognition training be performed by the primary driver while there is no phone paired via Bluetooth (turn off Bluetooth under *Telephone>>Bluetooth Settings*), and again when the primary driver's phone is paired to the MMI.

Warranty

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



Additional Information

All parts and service references provided in this TSB (2036575) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.