Technical Service Bulletin

91 MMI freezes or crashes and restarts when telephone address book is searched

91 15 94 2036576/3 June 19, 2015. Supersedes Technical Service Bulletin Group 91 number 14-28 dated March 6, 2014 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, A5 Cabriolet, Q5, A8	2010 - 2015	All	MMI3G/3G+
A6, A7	2012 - 2015	All	MMI3G/3G+
Q7	2009 - 2015	All	MMI3G/3G+

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised header data (Added all models from 2009 - 2017) Revised *Service* (Added instructions for using troubleshooting script)
2	3/6/2015	Revised header data (Corrected Elsa display issue)
1	2/24/2014	Initial publication

When a phone is connected to the vehicle via Bluetooth, one of the following conditions occurs when the user searches for a contact name in the MMI address book (by using the MMI control knob or the voice recognition system):

- The MMI screen goes blank then restarts.

- The MMI screen freezes for a few minutes then recovers.

Technical Background

This condition occurs because special characters (including symbols, emoticons, or map icons) are stored in the name field of a phonebook contact (Figure 1).
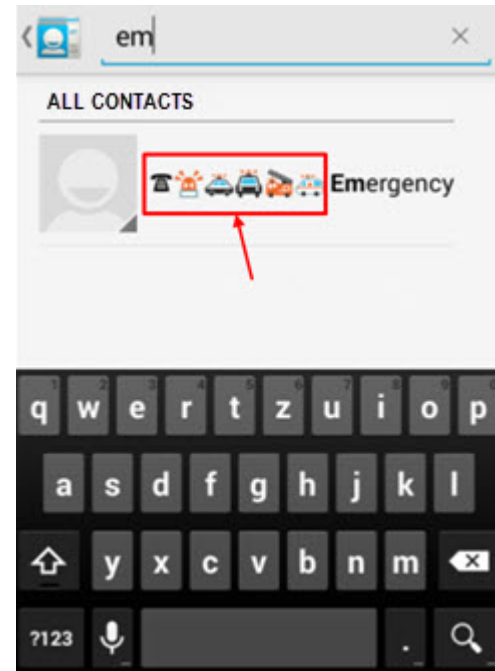
Figure 1. *Special characters stored in the name field of a phonebook contact.*

Production Solution

Not applicable.

Service

1. All phonebook contact fields (first name, last name, company, phone number, etc.) that have been transferred to the vehicle must be checked. If special characters are stored in any field, they must be removed. For additional information, see TSB 2026390, *91 Bluetooth - MMI freezes, streaming music skips, or voice recognition inoperable due to phonebook.*

2. Ask the customer to correct the entries in the phone and to also correct the entries in the source information from which the entries were obtained. If the phone is synchronized with other smartphone apps, with Outlook, or with Gmail, changing the information only on the phone may not fix the issue permanently.

⚠ **Note:**

Replacement of the MMI main unit or of the telephone control unit will not fix the condition.

For vehicles with MMI3G+:

A troubleshooting MMI script is available for download on the ServiceNet website at *ServiceNet >> Technician References >> Audi MMI Scripts >> MMI3G+ Phonebook Troubleshooting Script.*

This script will allow the customer or technician to automatically find invalid entries. If no invalid entries are found, it can be safely assumed the contacts are not the source of the concern, assuming the max limit has not been reached.

To use the script:

- Download the script and extract the three files to the root directory of the SD card. The files are labeled "audicc", "copie_scr.sh", and "graphics" (Figure 2). The script will not work if the files are not placed in the root directory of the SD card.

Name	Änderungsdatum	Typ	Größe
audicc	25.02.2014 11:59	Datei	11 KB
copie_scr.sh	25.02.2014 12:00	SH-Datei	2 KB
graphics	30.01.2014 13:08	Datei	30 KB

Figure 2. Three files required for the script.

- Allow the MMI system to fully initialize and bond with the customer's mobile phone.

- Allow the phonebook transfer to complete from the phone to the MMI (the phonebook transfer icon in lower right hand corner of MMI will disappear), which can take up to 5 minutes depending on the number of contacts and recent call history logs stored in the phone.

- Insert the SD card into one of the MMI main unit SD card slots. Allow the script to execute (30–60 seconds).

- Once the script completes, a green or red popup message will appear:

  - Green indicates that no invalid contacts were found in the phonebook (Figure 3).

  - Red indicates invalid entries were found in the phonebook (Figure 4). A plain text log file will be stored on the SD card indicating which contacts were problematic. The file can be viewed with a text viewer (such as Notepad, Wordpad, or Word) on a computer.
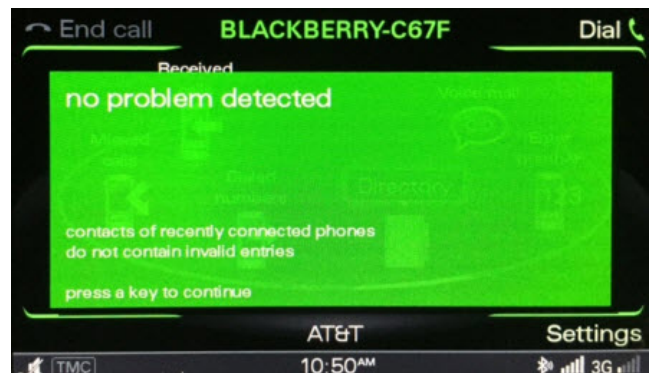
Figure 3. No issues were detected with the phonebook contact entries
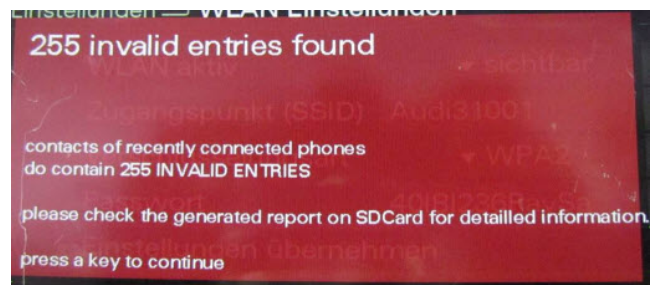
Figure 4. Specific issues were detected with the phonebook contact entries

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Warranty

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

Additional Information

The following Technical Service Bulletin may be necessary to complete this procedure:

- TSB 2026390: *91 Bluetooth - MMI freezes or voice recognition inoperable due to phone book*

All parts and service references provided in this TSB (2036576) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.