Technical Service Bulletin

91 MIB MMI: Text messages cannot be sent using Bluetooth

91 15 93 2037087/2 June 16, 2015. Supersedes Technical Service Bulletin Group 91 number 14-39 dated April 24, 2014 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2015 - 2016	All	MIB
A6, A7	2016 - 2017	All	MIB-2

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
2	-	Revised header data (Added A6 and A7)
		Revised *Technical Background* (Added information about MIB2 MMI system in A6 and A7 vehicles)
		Revised *Service* (Completely revised step 4)
1	4/24/2014	Initial publication

- The option to send new text messages cannot be accessed through the Messages function in the MIB MMI telephone menu.

- Additionally, the option to send text messages using "New" is greyed-out in the Messages menu (Figure 1).

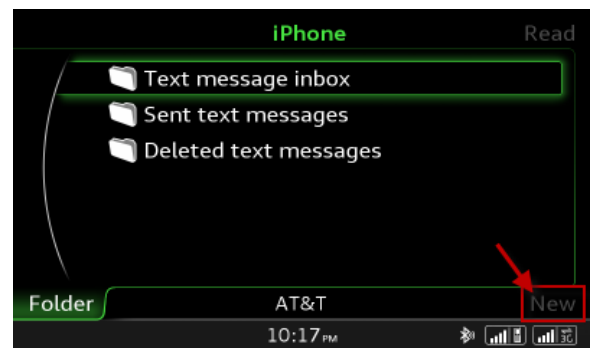- Received text messages cannot be displayed.

Figure 1. *"New" option is greyed out*

Technical Background

The MIB High system is the first Audi MMI system that supports the Bluetooth Message Access Profile (MAP). Some mobile phones do not have the complete set of MAP features and functions implemented in their operating systems, which affects the available options in the MMI system.

For example, the iPhone Bluetooth MAP profile does not fully support the display of text messages that were previously sent or received. In addition, iOS does not support the sending of text messages via Bluetooth. iOS only supports the display of newly-received text messages while the phone is Bluetooth-connected to the MMI.

For model year 2016 A6 and A7 vehicles with the MIB2 MMI system, the MMI will automatically attempt to connect to MAP when the phone is first paired to Bluetooth. If the phone does not allow the MMI to access the phone's text messages (MAP), then it will not be possible to manually force the MMI to make this connection (although it was possible with the MIB1 system). Instead, the customer will need to activate this feature on the phone after the pairing process, then disconnect and reconnect the Bluetooth connection to the MMI.

Production Solution

Not applicable.

Service

Explain to the customer that the condition is related to the features of the mobile phone's operating system, and it is not a limitation of the MMI system.

Enabling text message notifications for iPhone:

1. If incoming messages cannot be received or if the "Messages" menu is greyed-out (Figure 2), explain to the customer that the "Show Notifications" option must be enabled with the following steps.

   (With Android phones, the option to allow the MMI to access the phone's text messages appears in a pop-up when the phone is first paired to the vehicle.)

Figure 2. *Messages menu greyed out*

2. In iOS, under *Settings >> Bluetooth*, select "ⓘ" next to the MMI Bluetooth pairing name (Figure 3).

Figure 3. "ⓘ" *next to the Audi MMI pairing.*

3. Ensure that the "Show Notifications" option is enabled (Figure 4), which will allow the MMI system to access new text messages that are received while the iPhone is bonded to the car. (If this option is not available, it is possible that the wrong vehicle pairing was selected (check the MMI system for correct vehicle pairing name), the phone does not support MAP, or the vehicle does not have the MIB High system).
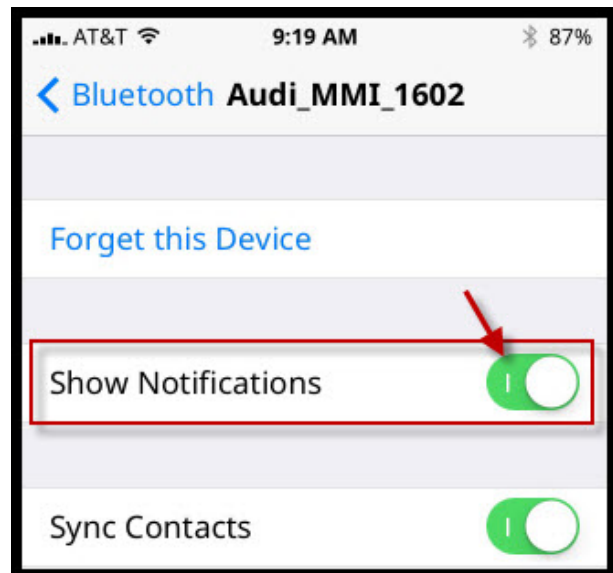

Figure 4. *"Show Notifications" option in iOS.*

4. For MIB1 MMI (A3), if the Messages option is still greyed-out, manually force the connection in the MMI:

- Go to the Bluetooth device list in the MMI (*Telephone >> Bluetooth >> Device List*). Select the phone from the list, then select "Messages" to connect the MMI to the iPhone using MAP (Figure 5).

For MIB2 MMI (A6/A7), if the Messages function or "Messages Connect" option is greyed-out and not accessible (Figure 6), the Bluetooth service will need to be stopped and restarted:

- Either in the MMI or in the phone's Bluetooth menu, turn the Bluetooth radio off and back on. This forces the phone and MMI to reconnect with the new Bluetooth settings with the MAP function enabled.

Figure 5. Messages Connect option for MIB1.

Figure 6. Messages Connect option is greyed-out and not accessible for MIB2.

Warranty

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

Additional Information

All parts and service references provided in this TSB (2037087) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.