

# Technical Service Bulletin



## 91 Music cannot be played using AMI or USB media port with Android phones

91 15 03 2041178/1 July 21, 2015.

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

## Condition

The customer is unable to play music when using the USB AMI cable connection (in A3 vehicles) or the USB media port (in A6, A7, or TT vehicles).

## Technical Background

There are two possible causes:

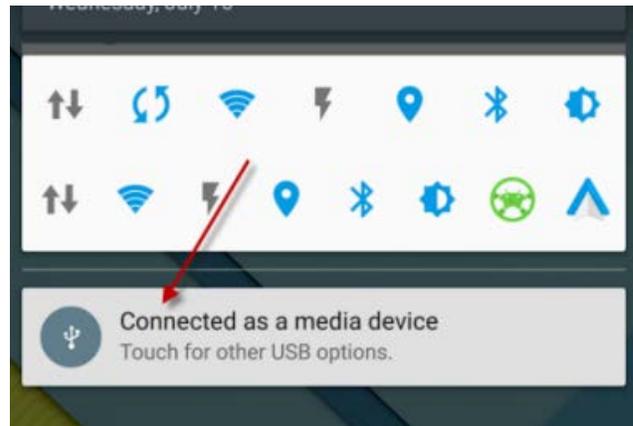
- Android phones connect to the MMI using the Media Transport Protocol (MTP). If the phone is not correctly configured to use MTP, it is possible that the MMI does not see the phone. When correctly set up, the MMI sees the phone as a media storage device (similar to a USB drive or external hard drive).
- The MMI can only see music that was manually transferred to the phone from a computer. Any music that was downloaded to the phone through a music app (such as the Google Play music app) cannot be seen by the MMI. This is due to an Android operating system restriction and is not a limitation of the MMI.

## Production Solution

Not applicable.

## Service

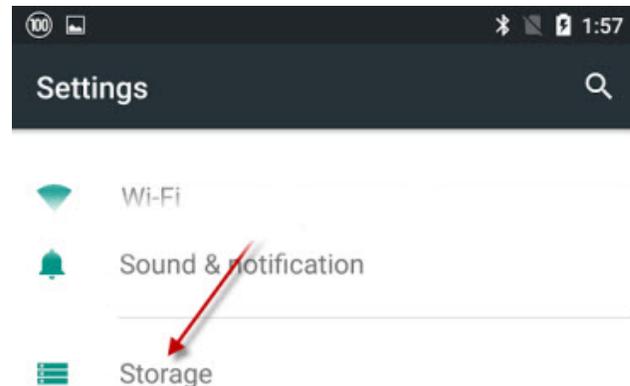
1. Ensure that the customer's phone is configured to use MTP over USB. This setting is shown automatically when the phone is first connected to the MMI system. For most phones, a notification will appear that says the phone is connected as a media device (Figure 1). If this notification does not appear, the setting needs to be checked.



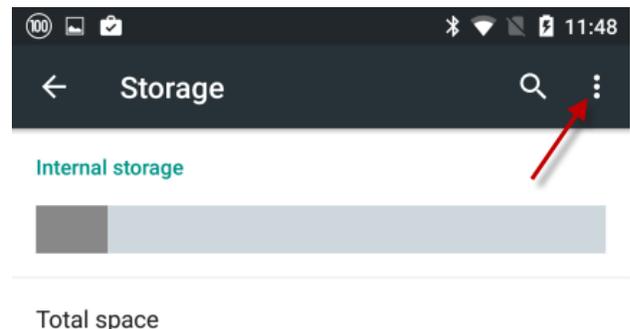
**Figure 1.** Android USB notification.

2. To check the setting, access the USB setting on the phone at *Settings>>Storage>>Options>>USB computer connection* and ensure that the "Media device (MTP)" setting is selected (Figure 2 - Figure 5).

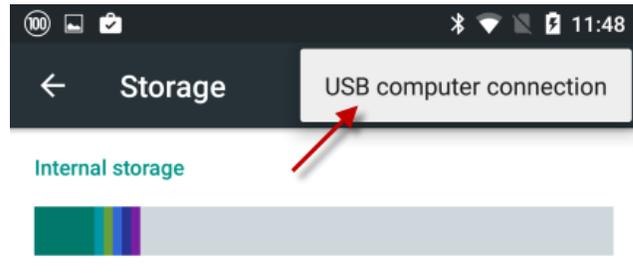
Note that for some Android devices, the USB setting location may be different. Check the phone manufacturer's support web site or user manual.



**Figure 2.** Settings>>Storage.

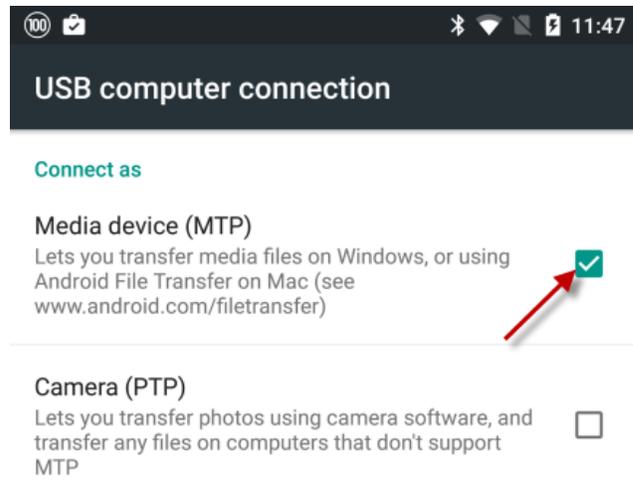


**Figure 3.** Click on the three dots to open the options menu for the Storage screen.



Total space  
54.65GB

**Figure 4.** USB computer connection settings.



**Figure 5.** Activated media device (MTP) setting.

3. If music still cannot be played after the device is connected using MTP, inform the customer that music that was downloaded to the phone through a music app (such as the Google Play music app) cannot be played due to an Android restriction.

The customer should download the music directly to their computer then manually transfer the music to the phone using a USB cable.

## Warranty

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



## Additional Information

All parts and service references provided in this TSB (2041178) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.