



Technical Service Bulletin

91 MIB2 MMI Bluetooth quality at the other end of call is distorted; caller cannot hear driver or hears only an echo

91 16 98 2041925/3 December 21, 2016. Supersedes Technical Service Bulletin Group 91 number 15-15 dated September 23, 2015 for reasons listed below.

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

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Header Data</i> (Removed 2016 TT)
2	09/23/2015	Revised <i>Condition</i> (Updated link)
1	09/23/2015	Initial publication

On Bluetooth hands-free calls (from Android or Windows phones), the person on the other end of the line has trouble hearing the driver. Complaints may include:

- The driver's voice skips or sounds distorted. Watch the video at: <https://audi-external.kzoplatform.com:443/swf/player/313> for an example of the sound (Figure 1).
- The driver's voice cannot be heard at all.
- The person on the other end of the line only hears an echo of his or her own voice.



Figure 1. QR code for viewing the video with a QR code reader on phones and tablets. Alternatively, the video can be accessed through computer internet



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browsers at the link provided in this bulletin.

Technical Background

This condition is caused by the Bluetooth software used in the MIB2 MMI. The condition only occurs with certain Android and Windows phones.

Production Solution

Updated Bluetooth software was introduced into series production.

Service

The new Bluetooth software can be installed directly to the MMI via SD card or CD-R/DVD-R. This update is not a full MMI software update and it does not require an ODIS tester. Only a blank SD card or CD-R/DVD-R is required (2GB capacity is sufficient).

Before proceeding, ensure that both of the following conditions are true:

- The customer is using a Windows or Android phone (iPhones are not affected).
 - The issue only occurs when the Bluetooth hands-free mode is used for calls in the vehicle (A2DP media streaming is not affected).
1. Download the software from ServiceNet at the following location: *Technician References >> Audi MMI Scripts >> MIB2 Bluetooth Software Update.*
 2. Unzip the archive file, then copy the unpacked files to an empty SD card or CD-R/DVD-R. The files must be put in the root directory (top directory level) of the SD card or CD-R/DVD-R. No other files can be on this level.
 3. Insert the SD card or CD-R/DVD-R with the update files into the MMI.
 4. Press the “Menu” button on the MMI control panel.

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5. In the menu screen, choose “Setup MMI”, then “System Update” (Figure 2).



Tip: If “System Update” does not appear, the MMI unit is not suitable for this update.



Figure 2. Choose “System Update”.

6. Select the SD card or CD/DVD from the list and start the update (Figure 3).
During the update, the SD card or CD/DVD must not be removed (Figure 4).



Figure 3. Select the SD card or CD/DVD.

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Figure 4. Do not remove SD card (or CD/DVD) during the update.

7. After a successful update, a message will appear in the MMI display (Figure 5).

The SD card or CD/DVD can be removed. The MMI is now fully functional. An MMI reset is not required.



Figure 5. Successful update message.



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Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9196		
Damage Code:	0040		
Labor Operations:	Program infotainment control unit	9196 2599	30 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2041925/3		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Required Parts and Tools

Part Number	Part Description	Quantity
Not Applicable	Blank SD card (2GB is sufficient) or blank CD/DVD	1
Not Applicable	Software update file from ServiceNet	1



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Additional Information

All parts and service references provided in this TSB (2041925) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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