



# Technical Service Bulletin

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

91 16 90 2036575/4 November 14, 2016. Supersedes Technical Service Bulletin Group 91 number 15-12 dated August 27, 2015 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2015 - 2017	All	MMI Navigation
A4, A5, A5 Cabriolet, Q5	2013 - 2016	All	MMI Navigation
A6, A7	2012 - 2017	All	MMI Navigation
Q3	2015 - 2017	All	MMI Navigation
Q7	2012 - 2016	All	MMI Navigation

## Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header data (Added vehicles with MIB2 systems) Revised <i>Technical Background</i> (Added information about CarPlay deactivating Bluetooth) Revised <i>Service</i> (Added information about CarPlay deactivation of Bluetooth & added info regarding C7 PSS for myAudi PIN)
3	08/27/2015	Revised header data (Added vehicles with MIB systems) Revised <i>Technical Background</i> (Added information about known MIB-2 concern affecting 2016 A6 and A7 vehicles) Revised <i>Service</i> (Added information about MIB-2 concern)
2	03/20/2015	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)

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One of the following conditions may be present:

- 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.

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## 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, accessing weather or other online information, 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.

- 2016 A6 and A7 vehicles have a known software issue that requires the myAudi PIN to be entered with each ignition cycle.
- MIB2 systems which support the Audi Smartphone Interface will log the customer out of myAudi when the phone is connected via USB to the MMI to utilize Apple CarPlay or Android Auto. The customer must re-enter their myAudi PIN because the Bluetooth system is deactivated when ASI is active.
- 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 a phone is not 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.



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## Production Solution

Not applicable.

## Service

Explain the *Technical Background* to the customer:

- If the customer's vehicle is a 2016 A6 or A7 vehicle and the customer's concern is with the myAudi PIN being forgotten when myAudi online destinations are retrieved, inform the customer that there is no solution at this time. Please see PSS 2044832 "91 myAudi PIN must be entered each time the vehicle is started".
- For MIB2 customers using the Smartphone Interface, please ask the customer to re-enter their myAudi PIN with the phone's Bluetooth system turned off and with nothing connected to the USB. Re-check and confirm the myAudi PIN is remembered each time the vehicle is started. Suggest to the customer to leave the phone's Bluetooth off before starting the vehicle if the customer insists on using the Audi Smartphone Interface often.
- 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.

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