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 17 64 2041925/4 December 7, 2017. Supersedes Technical Service Bulletin Group 91 number 16-98 dated December 21, 2016 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**
4	-	Revised header (Added attachments)
		Revised *Service* (Completely revised)
		Revised *Warranty* (Completely revised)
		Revised *Additional Information* (Added references)
3	12/21/2016	Revised header data (Removed 2016 TT)
2	09/23/2015	Revised *Condition* (Updated link)

On Bluetooth hands-free calls (from Android or Windows phones), the person on the other end of the line has trouble hearing the driver. Customer concerns 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*

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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 service solution is to update the MMI software to SW1062 (K0539).

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).

Required equipment:

- ODIS Tester

- SVM code **MI2HNAR0539C7**

- Software update instructions (see step 3 below)

- MIB2 High Software Update on SD Card (see *Required Parts and Tools*)

OR

- Blank SD card to download the software update files (see step 2 below)

Time to complete update:

Approximately 90 minutes (includes S/W update and SVM work)

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1. Verify that the customer's MMI requires the software update by going to the *Main Menu >> Setup MMI >> Version Information* (Figure 2) and ensure the Software version is less than 0539 (Can be P0533 or K0533, where P = production software and K = Kunden or Customer update).

Figure 2. MMI Version Information.

2. Obtain the SD card from the parts department (see *Required Parts and Tools*) and follow all instructions in TSB 2047812: *00 SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*

   Tip: Typical setup time to download the data and have a working SD card is about 1-2hrs depending on network speed. Prepare the SD card long before starting the repair.

3. Then follow all instructions in TSB 2047576: *91 MIB2 Software Update Instructions.*

4. Test the functionality of the MMI system.

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Warranty

Claim Type:	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:	0039	
Labor Operations:	See TSB 2047576	
Diagnostic Time:	GFF	See TSB 2047576
	Road test prior to service procedure	See TSB 2047576
	Road test after service procedure	See TSB 2047576
Claim Comment:	As per TSB #2041925/4	

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

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2047812, *00 SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*

- TSB 2047576, *91 MIB2 Software Update Instructions.*

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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