



Technical Tip

Topic	91-15-05TT - Bluetooth™ and Voice Recognition - Dial by Name Phone Calls with Voice Recognition
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Volkswagen
Date	September 1, 2017

Condition

ATTENTION:
THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN.
TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.

Bluetooth™ and Voice Recognition - Dial by Name Phone Calls with Voice Recognition

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
All Except Routan	2011-2018	All	All	All	All

Technical Background

On vehicles equipped with Bluetooth™, customers may experience difficulty *placing* phone calls through voice recognition using the dial-by-name function if the name(s) in the customer's phone book is entered incorrectly, misspelled, or contain non-alphanumeric characters (e.g. Emoji,&,#).

Service

If a customer has a complaint that the dial by name function does not operate, check the contact list in the customer's phone book to ensure they are entered correctly, spelled correctly, and contain only alphanumeric characters before proceeding with normal diagnosis.



Additional Information

Revision History		
Revision Number	Released Date	Reason For Update
2042283/3	9/1/17	Update to address phone concerns via bluetooth resulting from saved emoji information.
2042283/2	6/27/17	Update to latest standard.
2042283/1	10/23/15	Original publication.

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