



# 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 18 72 2041925/5 February 1, 2018. Supersedes Technical Service Bulletin Group 91 number 17-64 dated December 7, 2017 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
5	-	Revised <i>Required Parts and Tools</i> (Updated Part Number) Revised <i>Additional Information</i> (Added references)
4	12/07/2017	Revised header (Added attachments) Revised <i>Service</i> (Completely revised) Revised <i>Warranty</i> (Completely revised) Revised <i>Additional Information</i> (Added references)
3	12/21/2016	Revised header data (Removed 2016 TT)

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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*computer internet 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 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.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered Vehicles – Verify Owner.</li> <li>• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>	
<b>Service Number:</b>	9196	
<b>Damage Code:</b>	0039	
<b>Labor Operations:</b>	See TSB 2047576	
<b>Diagnostic Time:</b>	GFF	See TSB 2047576
	Road test prior to service procedure	See TSB 2047576



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	Road test after service procedure	See TSB 2047576
<b>Claim Comment:</b>	As per TSB #2041925/5	

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
4M0906961AJ	SD Card	1 (Shop supply)

## 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. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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