



# Technical Service Bulletin

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## 91 Apple iPhone: Bluetooth disconnects intermittently

91 19 51 2054563/1 April 3, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, and Q8	2019 -2020	All	Not Applicable

## Condition

### Customer states:

- When using Bluetooth with iOS devices such as the iPhone 8, X, XS, and XR, the infotainment system MIB2+ disconnects intermittently while the phone call stays active on the phone.

## Technical Background

Limited compatibility may be caused by the operating system of the Apple device.

### At the moment iOS 12.1 has been tested for compatibility.

Newer firmware versions of the mobile device should have the same functions. Malfunctions because of newer firmware versions can nevertheless not be ruled out.

The following instructions can help to fix the concern:

- The customer has received a new iPhone and was restored using a backup, the previous Bluetooth pairings will be recalled from the backup and this can cause problems. The pairing needs to be deleted from the phone and the MMI of the vehicle. A new pairing needs to be completed. This also applies to any vehicle Wi-Fi hotspot pairing.
- Close all active apps by double-clicking on the Home button and then swipe the open apps upwards to close them. On devices without a home button (iPhone X/XS) note the pressure-intensive display.
- Disconnect of the USB cable of the mobile device and reconnect it to the vehicle.
- Reset the phone. The description of the reset can be found on the Internet, as the reset of the different Apple devices differs.**
- If the concern is caused by an app, check whether an updated version is available in the App Store. If no new version is available, reinstalling the app may fix the concern.
- Synchronize the phone again with iTunes.
- Delete the mobile device in the vehicle and the vehicle in the mobile device and reconnect. Confirm all inquiries about the connection.**
- Remove any wrapping or shielding from the mobile device.
- Keep the mobile device in the Audi phone box as long as the customer is in the vehicle. Benefit - better reception by connecting to the external aerial and charging independent of equipment and devices.



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10. Ask the customers whether they use a SmartWatch and whether the concern occurs when the watch is not connected to the phone.
11. Ask the customers whether a Bluetooth headset is kept in the vehicle which is connected with the phone. If this is the case, the customers should disconnect the Bluetooth connection to the headset while they are in the vehicle. Background - the hands-free phoning profile in the vehicle and for the headset are the same and the phone cannot tell them apart.
12. If the address book in the vehicle is not shown: In this case inform the customer that only contacts in the address book of the vehicle are shown which are stored on the device. A synchronization with Exchange Servers is not possible. If the address book cannot be downloaded, check in the device under Settings >> Bluetooth >> Audi MMI XXXX (= last 4 digits of vehicle identification number as Bluetooth name of MMI) >> information characters (on the right side). Here synchronization must be on and control slide on the green. The ticks must be on: favorites, call list, and all contacts.
13. It can happen that the address book is not automatically loaded after a mobile device was connected to the vehicle for the first time. This often happened with iOS 11.0 version. Here it helps to disconnect and reconnect the Bluetooth connection. This can be done via the Bluetooth menu or by turning the ignition off, opening and closing the door and turning the ignition on again.
14. **We have had reports about an automatic disconnection of Bluetooth during the bus cycle. A reset of the mobile devices as described under point 3 fixes the issue.**

## Production Solution

Not applicable.

## Service

If needed, ask the customer to perform a hard reset of their Apple device. The description of the reset can be found on the Internet, as the reset of the devices differs. In some cases, this fixed the concern.

## Warranty

A parts replacement does not solve this issue. Claims for replaced parts will be subject to review.

## Additional Information

All part and service references provided in this TSB (2054563) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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