Technical Service Bulletin

91 Voice recognition is not available or not enabled

91 19 46 2038136/3 March 12, 2019. Supersedes Technical Service Bulletin Group 91 number 17-07 dated February 10, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3 Cabriolet	2015 - 2018	All	MIB MMI
A5 Cabriolet	2010 - 2017	All	MMI3G or 3G+

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised header data (Updated Model Year)
2	02/10/2017	Revised header data (Added Model Years) Revised *Technical Background* (Added note about TT3 and R8) Revised *Service* (Added step 9 information)
1	09/09/2014	Initial publication

Technical Service Bulletin

One of the following conditions is present:

- The message “Talk button for speech dialog system not used” appears in the DIS (driver information system) for A3 Cabriolet vehicles (Figure 1).
- The message “Not available” appears in the DIS for A5 Cabriolet vehicles (Figure 2).

Figure 1. *Message for A3 Cabriolet.*

Figure 2. *Message for A5 Cabriolet*.

Technical Service Bulletin

Technical Background

By design, the voice recognition (VR) system (also known as the speech dialog system (SDS)) is not enabled by the factory for A3 Cabriolet and A5 Cabriolet vehicles due to potential performance issues. R8 Spyder and 3rd Generation TT Roadster are not affected because these vehicles use seatbelt microphones to improve VR/SDS performance.

Production Solution

Not applicable.

Service

If the customer requests to have the VR feature enabled, it can be done through a change to the coding of the information control module 1, J794 (address word 005F). The labor to perform this change is not covered by warranty.

Because the coding of the MMI main unit is automatically checked with SVM, any subsequent SVM communication could potentially undo this manual coding change. This information should be communicated to the customer so that he or she understands that this change may be unintentionally undone at the next service visit. For this reason, it is good practice to document this and any other modifications in the dealership customer database for future reference.

Coding change for A5 Cabriolet vehicles with MMI3G/MMI3G+: Byte 16 of the information control module 1, J794 (address word 005F) long coding controls the activation of the VR/SDS system. Note that this is byte 16 when counting in decimal, i.e., 1, 2, 3,...9, 10, 11, 12, 13, 14, 15, 16. Some aftermarket diagnostic tools number the coding bytes using HEX, i.e., 1, 2, 3,…9, A, B, C, D, E, F, 10, 11.

Note:

Aftermarket scan tools may follow different labeling nomenclature for the bit information and should not be used for this task. Incorrect changes can lead to undesirable or failed operation.

Coding change A3 Cabriolet (MY2015-2016) with MIB1 High & (MY2017) with MIB2 High: Byte 24 of the information control module 1, J794 (address word 005F) long coding controls the activation of the VR/SDS system. Additionally, you can use the free text search in ODIS to search for “Speech” or “SDS” and select “SDS activated” within the coding function.

1. Start diagnosis with ODIS. Uncheck “Guided Fault Finding” to speed up the process, or use OBD (self-diagnosis) from the ODIS start screen. The instructions in this TSB will be from GFF.

2. Right-click 5F*. Choose “Identify Control Module”. Next, right-click 5F again and choose “Select version”. Then, right-click 5F again and choose “Control module OBD”, then select “Code” (Figure 3).

   *For tablet VAS testers, long-press the screen for the additional control module options.

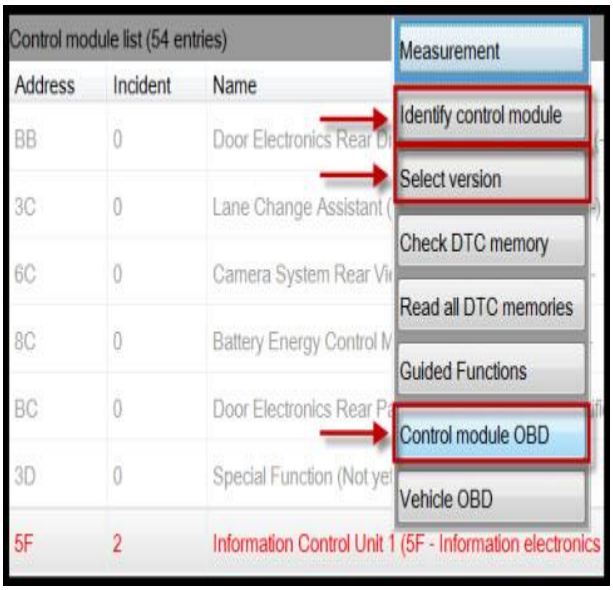

Figure 3. *ODIS Options for 5F.*

3. **For MMI3G/MMI3G+:** Scroll down to byte 16 and select it.

   For MIB High: Scroll down to byte 24 (which should be the last option) and select it.

4. At the bottom of the screen, choose “Binary Coding”. The Binary coding input window will appear (Figure 4).

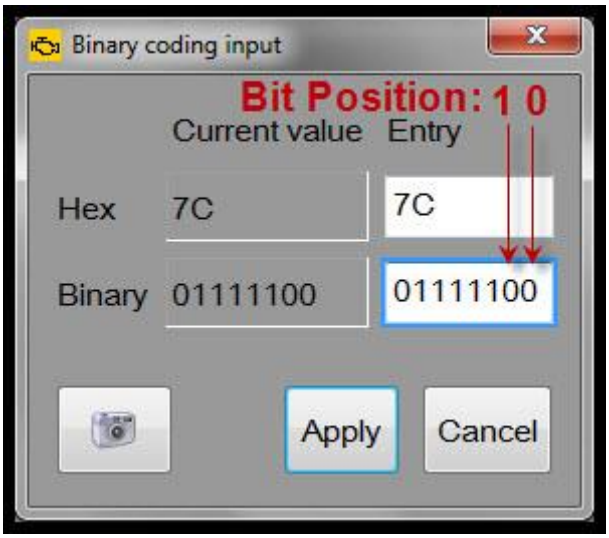

Figure 4. *ODIS binary input for coding with indicated bit positions.*

5. **For MMI3G/MMI3G+:** Change bit 0 from “1” to “0”. Bit position 0 is indicated in Figure 4.

   For MIB High: Change bit 1 from “0” to “1”. Bit position 1 is indicated in Figure 4.

Note:

When counting positions with binary, start on the far right and count toward the left. The first bit position is called “bit 0” and the second position from the right is “bit 1” (Figure 5). Do not alter any other bit positions, as doing so can affect Wi-Fi, navigation, and other features. If other bits are accidentally changed and the original coding is not known, run an SVM check module configuration or spec/actual to reset the coding to factory values, then begin at step 2 again.

7	6	5	4	3	2	1	0
0	0	0	0	0	0	1	0

Figure 5. *Bit 1 (highlighted) shows a value of 1.*

6. Hit “Apply” in the pop-up window, then hit “Apply” at the bottom of the main window.
7. Perform a three-finger reset of the main unit using the MMI control panel (Figure 6-9).

Figure 6. *Three-finger reset for MIB1.*

Figure 7. *Three-finger reset for MIB2.*

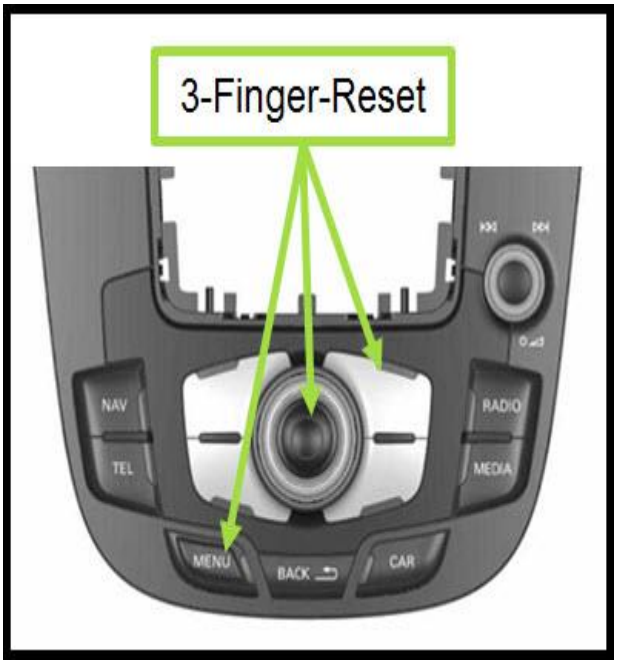

Figure 8. *Three-finger reset for MMI3G+.*

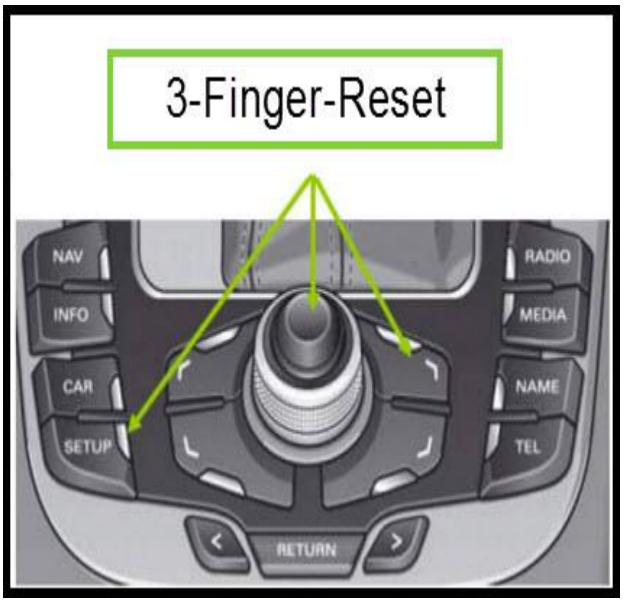

Figure 9. *Three-finger reset for MMI3G.*

8. Test the system to verify all functionality. If the VR/SDS system does not fully function, or if it is in a different language, go to *Menu >> Setup MMI >> Language* (Figure 8) and change the language to any language other than English (either Spanish or French). Perform a three-finger reset, then set the language back to English and test the system again.

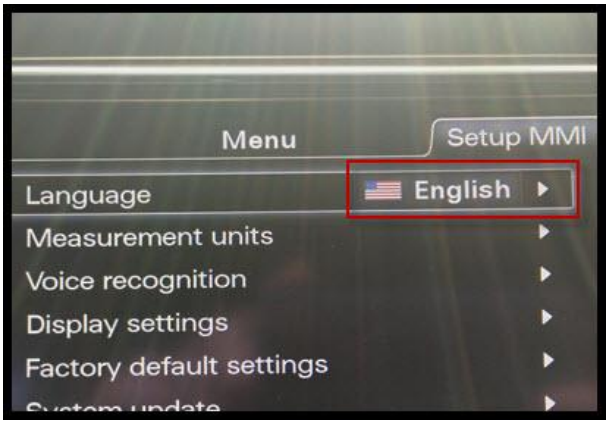

Figure 8. *System language setting.*

9. Explain to the customer the system limitations and why the feature was disabled by the factory. Any future customer concerns relating to the VR/SDS system should not be covered under warranty.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All parts and service references provided in this TSB (2038136) 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.