



# Technical Service Bulletin

## 91 MIB2+ Standard: Bluetooth call is chopped off on the other end

91 20 41 2058212/2 February 21, 2020. Supersedes Technical Service Bulletin Group 91 number 20-26 dated January 8, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2019	All	Radio Medium Plus (Gen2)
Q3	2020	000001 - 052775	Radio Medium Plus (Gen2)

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Corrected Elsa display issue)
1	01/08/2020	Initial publication

### Customer states:

- When making or receiving a call via Bluetooth or Audi Smartphone Interface (ASI), the other party states that the audio being chopped off and sometimes unintelligible.

## Technical Background

An incorrect parameter in in the target data container (ZDC) that causes the audio to be cut off prematurely.

## Production Solution

New Target Data Container (ZDC) update in the information electronics control module, J794 (address word 005F) addressed the condition.

## Service

### SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
1. Update the information electronics control module, J794 (address word 005F) using the SVM action code as listed in the table below, if necessary:



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Model	Old Target Data Container Number	Old Target Data Container Version	New Target Data Container Number	New Target Data Container Version	SVM Code Input
Q3	83B909545A	*	83B909545A	0016	<b>5FA017</b>
	83B909545B		83B909545B	0020	
	83B909545C		83B909545C	0024	

## 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 the 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>	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 50 TU)
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB #2058212/1		

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.

## Additional Information

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

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.



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All part and service references provided in this TSB (2058212) 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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