

Technical Service Bulletin

PSS 91 MIB2 High: freezes during phone calls

91 20 10 2060331/1 September 3, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5	2018	All	MIB2 High
A4, Q7, and TT	2017	All	MIB2 High

Condition

Customer states:

- The MMI freezes during a phone call.

Workshop findings:

The customer uses one of the following iPhones/iOS Versions:

- iPhone 11 with iOS version 13.5 or 13.5.1.
- iPhone 11 Pro with iOS version 13.5 or 13.5.1.
- iPhone SE 2020 with iOS version 13.5 or 13.5.1.

After the Bluetooth connection is disconnected, the MMI becomes available again.

Technical Background

Apple changed its Bluetooth communication protocol with iOS 13.5 which makes it incompatible with the current MMI system configuration.

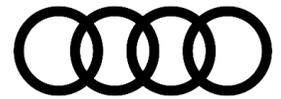
Production Solution

Not applicable.

Service

Workaround:

1. Open ODIS and select self-diagnosis mode.



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- Set the adaption value “*Bluetooth Sniff-Mode (\$0B37)*” of the infotainment control module, J784 (address word 005F) to “*off*” and store that value.
- Perform a bus sleep cycle.



Tip: This adaption will be reset at the next spec actual comparison of the control module. Therefore, it will have to be reapplied after any spec actual comparison or SVM update.

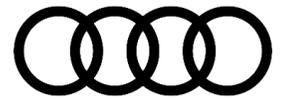
Permanent solution:

- Explain to the customer that a permanent solution is forthcoming for the first quarter of 2021. Do not replace any components for this condition since this will not resolve the customer’s concern.
- Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*), or through the Technical Assistance page in Elsa.

Warranty

Claim Type:	<ul style="list-style-type: none"> 110 up to 48 Months/50,000 Miles. G10 for CPO Covered Vehicles – Verify Owner. If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9196		
Damage Code:	0039		
Labor Operations:	Changing adaption channel	0151 0000	10 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2060331/1		

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.



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Additional Information

All part and service references provided in this TSB (2060331) 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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