



Technical Service Bulletin

91 MIB2 High: MMI freezes during phone call

91 20 16 2060829/1 October 6, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, S5, S5 Cabriolet, RS5, RS5 Cabriolet, A6, S6, A7, S7, Q7, TT, TTS, and TTRS	2015 - 2016	All	MIB2 High

Condition

Customer states:

- The MMI freezes during a phone call if the mobile phone is coupled via Bluetooth.

The concern occurs in the following devices:

- iPhone 11 with iOS version: 13.5, 13.5.1, 13.6, 13.6.1 or 13.7.
- iPhone 11 Pro with iOS version: 13.5, 13.5.1, 13.6, 13.6.1 or 13.7.
- iPhone SE 2020 with iOS version: 13.5, 13.5.1, 13.6, 13.6.1 or 13.7.

Workshop findings:

- The concern can be reproduced.
- After Bluetooth is disconnected, the MMI is available again after a short time.

Technical Background

Apple iOS software changed its Bluetooth communication protocol with iOS 13 in a way that interferes with the operation of the MMI.

Production Solution

The problem has been resolved with iOS 14.



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Service

This TSB replaces Pending Service Solution (PSS) TSB 2060331: *91 MIB2 High: freezes during phone call*. Please ask the customer to update their Apple iPhone to iOS 14 or newer.

Warranty

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

Additional Information

All part and service references provided in this TSB (2060829) 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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