



# Technical Service Bulletin

## 91 MIB & MMI3G+: Bluetooth security profile for voice training, stored contacts, navigation favorites, and myAudi PIN

91 20 57 2036575/6 December 18, 2020. Supersedes Technical Service Bulletin Group 91 number 17-24 dated April 18, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2015 - 2017	All	MMI Navigation
A4, A5, and A5 Cabriolet	2013 - 2016	All	MMI Navigation
A6, A7	2012 - 2017	All	MMI Navigation
Q3	2015 - 2018	All	MMI Navigation
Q5	2013 - 2019	All	MMI Navigation
Q7	2012 - 2016	All	MMI Navigation

## Condition

REVISION HISTORY		
Revision	Date	Purpose
6	-	Revised <i>Service</i> (Updated software update TSBs) Revised <i>Additional Information</i> (Updated references)
5	04/18/2017	Revised <i>Technical Background</i> (Added Fix for MY16-17 A6/A7 missing myAudi PIN) Revised header (Added additional model years for MIB2 systems)
4	11/14/2016	Revised header (Added vehicles with MIB2 systems) Revised <i>Technical Background</i> (Added information about CarPlay deactivating Bluetooth) Revised <i>Service</i> (Added information about CarPlay deactivation of Bluetooth & added info regarding C7 PSS for myAudi PIN)

One of the following conditions may be present:



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- The addresses and contacts stored in the *Navigation >> Favorites*, *Navigation >> Directory*, and *Navigation >> Last destinations* submenus (Figure 1) disappear intermittently.



**Figure 1.** *Navigation >> Favorites*, *Navigation >> Directory*, and *Navigation >> Last destinations* submenus.

- Intermittently, the MMI system does not appear to remember that the user's myAudi PIN has already been entered, and it requires the user to enter the PIN again (Figure 2).



**Figure 2.** *myAudi PIN entry.*

- The voice recognition system does not easily recognize commands spoken by the driver. This condition can be consistent or intermittent.

## Technical Background

- If a user stores addresses and contacts in the *Navigation >> Favorites*, *Navigation >> Directory*, and *Navigation >> Last destinations* submenus while a Bluetooth phone is paired to the vehicle, those addresses and contacts will only be visible any time that the same phone is paired to the vehicle. Any time that the same phone is not paired to the vehicle, the addresses and contacts will not be available.



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- If a user stores addresses and contacts in the *Navigation >> Favorites*, *Navigation >> Directory*, and *Navigation >> Last destinations* submenus while a Bluetooth phone is *not* paired to the vehicle, the addresses and contacts will be available any time.
- In vehicles with Audi connect, the user is prompted to enter the myAudi PIN when selecting online destinations, accessing weather or other online information, or when importing contacts from the myAudi account (Figure 3). If the user's Bluetooth phone (the same phone that was paired to the vehicle when the PIN was entered initially) is paired to the vehicle, the user will not be prompted to re-enter the PIN after it has been entered.



**Figure 3.** Importing contacts from the myAudi account.

- 2016 A6 and A7 vehicles have a known software issue that requires the myAudi PIN to be entered with each ignition cycle. See TSB 2047433/1 '91 Audi connect myAudi pin not saved for stored online destinations' for service solution.
- MIB2 systems which support the Audi Smartphone Interface will log the customer out of myAudi when the phone is connected via USB to the MMI to utilize Apple CarPlay or Android Auto. The customer must re-enter their myAudi PIN because the Bluetooth system is deactivated when ASI is active.
- Multiple voice recognition training sessions can be stored in the MMI for different users when different phones are Bluetooth-paired during each training session. If a phone is not paired, the training session will be stored under a default profile. This profile will be used each time the voice recognition system is used without a phone being paired to the MMI.

## Production Solution

Not applicable.



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## Service

Explain the *Technical Background* to the customer:

If the customer's vehicle is a 2016 A6 or A7 vehicle and the customer's concern is with the myAudi PIN being forgotten when myAudi online destinations are retrieved, then the MMI system must be updated according to:

- TSB 2059383: *91 MIB2 High: MMI reboots, CarPlay display blank, and various technical issues (Clu10 update) - A4/A5/A6/A7/TT/R8/Q7.*
- TSB 2059385: *91 MIB2 High: Reboots, CarPlay, audio issues, and various technical issues - A4, A5, A6, A7, and Q7.*



**Tip:** Please only use the vehicle's VIN when looking up those TSBs as they are filtered to only show the one that fits the vehicle.

- For MIB2 customers using the Smartphone Interface, please ask the customer to re-enter their myAudi PIN with the phone's Bluetooth system turned off and with nothing connected to the USB. Re-check and confirm the myAudi PIN is remembered each time the vehicle is started. Suggest to the customer to leave the phone's Bluetooth off before starting the vehicle if the customer insists on using the Audi Smartphone Interface often.
- If the customer would like to store addresses and contacts in the *Navigation >> Favorites*, *Navigation >> Directory*, and *Navigation >> Last destinations* submenus that can be viewed by any driver or passenger (no security feature), explain that these addresses and contacts must be stored when there is no active Bluetooth pairing. The phone's Bluetooth radio must be OFF when these addresses and contacts are entered.
- Explain to the customer that if additional phones have ever been paired to the vehicle, it is possible that the vehicle will pair to one of those phones if one is nearby (such as inside the customer's home when the car is in the garage/driveway).
- Explain to the customer that voice recognition training must be performed for every new Bluetooth-paired phone. Recommended that voice recognition training be performed by the primary driver while there is no phone paired via Bluetooth (turn off Bluetooth under *Telephone >> Bluetooth Settings*, and again when the primary driver's phone is paired to the MMI).

## Warranty

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

## Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure for MY16-17 A6/A7 vehicles:

- TSB 2047433, *91 Audi connect myAudi pin not saved for stored online destinations.*
- TSB 2059383, *91 MIB2 High: MMI reboots, CarPlay display blank, and various technical issues (Clu10 update) - A4/A5/A6/A7/TT/R8/Q7.*



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- TSB 2059385, *91 MIB2 High: Reboots, CarPlay, audio issues, and various technical issues - A4, A5, A6, A7, and Q7.*

All parts and service references provided in this TSB (2036575) 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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