



Technical Service Bulletin

91 ConBox High: Bluetooth connection/address book download is not working

91 21 21 2064246/1 August 17, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, S4, A4 allroad, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2020 - 2022	All	ConBox High
A6, A6 allroad, A6 Avant, S6, RS6, RS6 Avant, A7, S7, RS7, A7 PHEV, A8, S8, Q5, SQ5, Q5 PHEV, Q5 Sportback, SQ5 Sportback, Q7, Q8, RS5 Cabriolet, RS5, RS5 Sportback, Audi e-tron quattro, and Audi e-tron Sportback	2021 - 2022	All	ConBox High
A8 PHEV	2021	All	ConBox High
Audi e-tron GT, Audi RS e-tron GT	2022	All	ConBox High

Condition

Customer states:

- It is not possible to establish a Bluetooth connection with a cell phone (HFP) and/or transfer the address book from the phone to the MMI (PBAP).



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- The connection is displayed as being successfully paired on the phone, however, the MMI only displays a connection for the Bluetooth audio player (A2DP) in the connection manager.

Workshop findings:

- The concern can be reproduced.



Note

If an SOS Malfunction is displayed in the instrument cluster, the e-Call LED is red or not lit, or no diagnostics communication can be established to the telematics control module, J949 (address word 0075), this TSB does not apply. Please follow the test plan in this case.

Technical Background

There is a technical limitation in the current MMI Software.

Production Solution

Not applicable.

Service

The current software in the MMI system has a technical limitation of 10 standard characters for the Bluetooth name of a paired device.

Should the customer use a Bluetooth name longer than 10 characters or containing special characters, please advise the customer to shorten it and remove any special characters in order to connect to the MMI system.

Do not replace any components for this condition since this will not resolve the customer's concern.

Warranty

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

Additional Information

All part and service references provided in this TSB (2064246) 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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