



Technical Service Bulletin

91 Telephone: interference during phone calls that is synced to the engine's RPM

91 21 56 2065485/1 December 14, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, S3	2022	All	Onboard communications module 3
Q3	2021 - 2022	All	Onboard communications module 3

Condition

Customer states:

- When making a phone call via Bluetooth, the receiving person is concerned about interference during the phone call.
- The interference is described as a whistling noise that changes notably with the engine's RPM.

Workshop findings:

- No relevant DTCs are stored in the vehicle.
- The customer concern can be reproduced.

Technical Background

A hardware issue of the power supply filter in the onboard communications module (OCU), J949 (address word 0075) may cause the interference to be coupled onto the microphone signal.

Production Solution

Not applicable.

Service

Please replace the onboard communications module (OCU), J949 (address word 0075) according to the Elsa Repair Manual.



Note:

Before replacing the OCU, please make sure that the problem is reproducible and the interference noise is coupled to the engine RPM.



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Otherwise, replacing the OCU might not resolve the problem and this TSB would not apply.

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:	9170		
Damage Code:	0039		
Labor Operations:	Remove and install/replace telematics control module	9170 19XX Or 9170 55XX	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2065485/1		

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.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA	Onboard Communications Module	01



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Additional Information

All parts and service references provided in this TSB (2065485) are subject to change and/or removal.

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