



Technical Service Bulletin

91 Poor hands-free call quality, speech dialogue system function impaired, DTCs B120313 - B120813

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
TT Roadster	2016 – 2023	All	Not Applicable
A5 Cabriolet, and S5 Cabriolet	2018 – 2023		

Condition

Customer states:

- When making a hands-free phone call, the quality is poor or the other person cannot understand the caller.
- In addition, the speech dialogue system may not work correctly.

Workshop findings:

One or more of the following DTC(s) may be stored in the microphone control module, J886 (address word 00A6):

- DTC B120313: Microphone 1 for driver side Open circuit (static or intermittent).
- DTC B120413: Microphone 2 for driver side Open circuit (static or intermittent).
- DTC B120513: Microphone 3 for driver side Open circuit (static or intermittent).
- DTC B120613: Microphone 1 for frt.pass. side Open circuit (static or intermittent).
- DTC B120713: Microphone 2 for frt.pass. side Open circuit (static or intermittent).
- DTC B120813: Microphone 3 for frt.pass. side Open circuit (static or intermittent).



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Technical Background

On the Cabriolet/Roadster models listed, there are three microphones for the hands-free calling and speech dialogue systems integrated into the front seat belts. The required wires are woven into the belt. Using the seat belt incorrectly can cause damage to these wires. This includes, for example:

- Trapping the seat belt in the door.
- Rear passengers pulling on the seat belt when exiting the vehicle.

We are aware of two different types of (mechanical) damage that can occur:

1. Lines running down or across (A5/S5 Cabriolet, TT Roadster)

If there are visible lines running down or across the seat belt (Figure 1), it can be assumed that the seat belt was trapped in the front door.

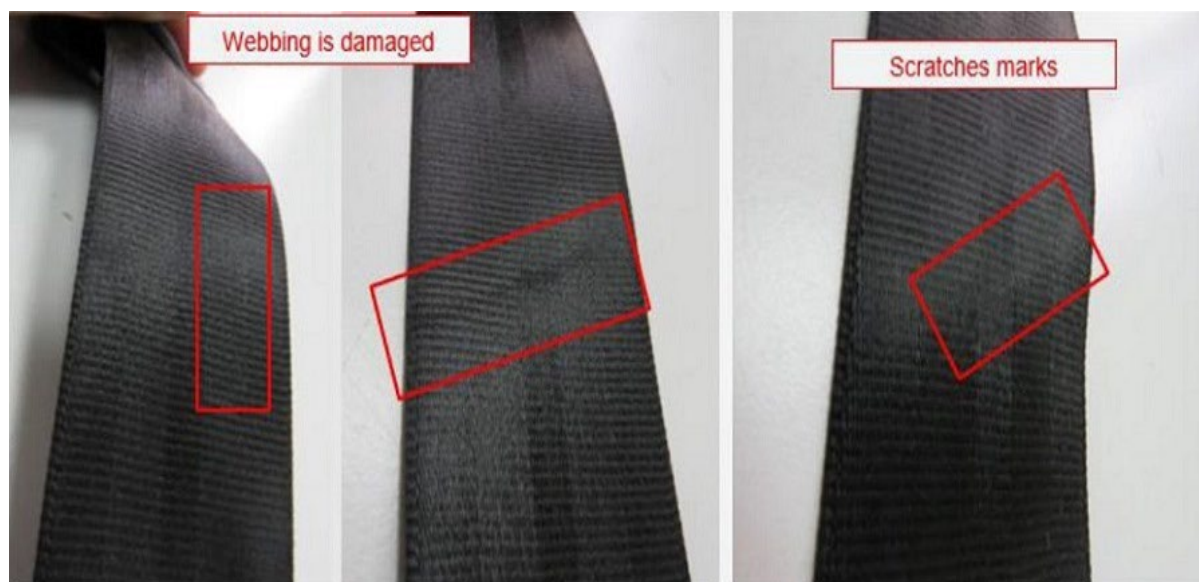


Figure 1. Marks indicating that the seat belt was trapped in the front door

2. Waviness (A5/S5 Cabriolet only)



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If the seat belt is wavy (Figure 2), it can be assumed that the seat belt was misused by a rear passenger by pulling on it while exiting the vehicle (Figure 3).



Figure 2. *Waviness indicates that the seat belt was pulled on when exiting the rear of the vehicle*



Figure 3. *Pulling on the seat belt when exiting the vehicle can damage the seat belt/microphones.*

Production Solution

Not applicable.

Service

The seat belt must be replaced to restore proper function.

Claims for replaced parts will not be reimbursed.



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Warranty

This damage is due to outside influence and is not covered by any Audi Warranty.

Required Parts and Tools

Tool Number	Tool Description
VAS 6160/VAS 6150	VAS tester with the current version of ODIS (Windows 10)

Additional Information

All part and service references provided in this TSB (2067267) 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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