

# Technical Service Bulletin



## 91 MMI/MIB: Freezes or crashes and restarts when searching for a contact in the address book

91 23 59 2036576/7 January 9, 2023. Supersedes Technical Service Bulletin Group 91 number 20-65 dated May 12, 2020, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2009 - 2024	All	With MMI/MIB

## Condition

REVISION HISTORY		
Revision	Date	Purpose
7	-	Revised header (Added new model years) Revised service (removed troubleshooting script (script is no longer supported))
6	05/12/2020	Revised title Revised header (Added Model Years 2020 and 2021, added all Audi vehicles) Revised <i>Condition</i> (Applies to all MMI systems, not just MMI3G+)
5	03/27/2018	Revised header (Added Model Years 2018 and 2019)

### Customer states:

When a phone is connected to the vehicle via Bluetooth, one of the following conditions occurs when the user searches for a contact name in the MMI address book (by using the MMI control knob or the voice recognition system):

- The MMI screen goes blank then restarts.
- The MMI screen freezes for a few minutes then recovers.

## Technical Background



This condition occurs because special characters (including symbols, emoticons, or map icons) are stored in the name field of a phonebook contact (Figure 1).



**Figure 1.** Special characters are stored in the name field of a phonebook contact.

## Production Solution

Not applicable.

## Service

1. All phonebook contact fields (first name, last name, company, phone number, etc.) that have been transferred to the vehicle must be checked. If special characters are stored in any field, they must be removed. For additional information, see TSB 2026390: *91 Bluetooth - MMI freezes, streaming music skips, or voice recognition inoperable due to phonebook.*
2. Ask the customer to correct the entries in the phone and to also correct the entries in the source information from which the entries were obtained. If the phone is synchronized with other smartphone apps, Outlook, or with Gmail, changing the information only on the phone may not fix the issue permanently.



**Replacement of the MMI main unit or of the telephone control unit will not fix the condition.**



## Warranty

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

## Additional Information

The following Technical Service Bulletin may be necessary to complete this procedure:

- TSB 2026390, *91 Bluetooth - MMI freezes, streaming music skips, or voice recognition inoperable due to phonebook.*

All parts and service references provided in this TSB (**2036576**) 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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