



# Technical Service Bulletin

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## 91 PSS MIB3 (Q3): phone audio sporadically distorted for the other party of the call

91 23 39 2071925/1 October 30, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2022	All	Not Applicable

## Condition

### Customer states:

- There is a cyclical noise on the other end of the line.
- While this interference occurs, the customer's voice may sound very faint to the other person on the line.
- The voice sounds distorted or robotic on the other end of the line
- Unlike the complaint in TSB 2065485, this issue occurs regardless of engine rpm.

### Workshop findings:

- No relevant DTCs are stored.

## Technical Background

A software related issue may cause the phone audio to be distorted on the other end of the line.

## Production Solution

Not applicable.

## Service

1. Explain to the customer that a solution is expected to be available by the end of the 4<sup>th</sup> quarter of 2024 (subject to change) and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links* >> *Service*).

## Warranty

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



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## Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2065485, *91 Telephone: interference during phone calls that is synced to the engine's RPM*

All part and service references provided in this TSB (**2071925**) 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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