



Technical Service Bulletin

91 MIB3: Outlook contacts are not accessible via the MMI when using Apple devices

91 23 43 2071056/2 November 1, 2023. Supersedes Technical Service Bulletin Group 91 number 23-17 dated July 24, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2020 – 2024	All	MIB3
RS 5, RS 5 Sportback, A6, A6 allroad, S5, RS 6 Avant, A7, S7, RS 7, A8, S8, Q5, Q5 e quattro, Q5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2021 – 2024		
e-tron quattro, and e-tron Sportback quattro	2021 – 2023		
A7 e quattro	2021 – 2022		
A8 e quattro	2021		
e-tron GT, and RS e-tron GT	2022 – 2024		
e-tron S	2022 – 2023		
Q8 e-tron quattro, Q8 Sportback quattro, SQ8 e-tron quattro, and SQ8 Sportback e-tron quattro	2024		

Condition

REVISION HISTORY



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Revision	Date	Purpose
2	-	Revised header (Added A4/A5 MY2020)
1	07/24/2023	Initial publication

Customer states:

- Only some of their phone's contacts are shown.
- The customer is using the export function from the Outlook app on their iPhone. These contacts are not shown in the vehicle.

Technical Background

Software changes in the Outlook app result in restricted compatibility with the vehicle's Bluetooth function.

Production Solution

Not applicable.

Service

Please advise the customer that Outlook contacts can be integrated in the iPhone's phone book via the operating system's integrated function (*Settings -> Contacts -> Accounts -> Add Accounts -> Microsoft Exchange*).

Alternatively, the customer can use Apple CarPlay to access their Outlook contacts.

Using the function supplied by Outlook will result in those contacts being stored in a way that is incompatible with the vehicle.

1. Do not perform any repairs. Any repairs for this concern may be denied.
2. This problem is caused by a third party application and therefore cannot be resolved by Audi.

Warranty

This concern is due to a third party system and is not covered by any Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2071056**) 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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