



Technical Service Bulletin

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

91 24 87 2065485/6 March 13, 2024. Supersedes Technical Service Bulletin Group 91 number 23-10 dated June 29, 2023 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|------------------|-------------|-----------|----------------------------|
| Q3 | 2021 - 2024 | All | Hands free bluetooth |
| A3, S3, and RS 3 | 2022 - 2024 | | |

Condition

| REVISION HISTORY | | |
|------------------|------------|--|
| Revision | Date | Purpose |
| 6 | - | Revised warranty (updated labor ops) |
| 5 | 06/29/2023 | Revised header (added Model Years) |
| 4 | 03/31/2023 | Revised header (updated customer codes) Revised <i>Condition</i> (updated customer statements) Revised <i>Technical Background</i> (added note about damage due to service) Revised <i>Service</i> (updated note style) |

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.
- The Speech Dialog System (SDS) is not working, but hands-free calls are possible.

Workshop findings:

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

Technical Background

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

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|  CAUTION |
| The problem can also be caused by certain repair methods. Removing the connector from the OCU while the 12V battery is connected to the vehicle can result in permanent damage to the OCU. |



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Production Solution

Not applicable.

Service

1. Disconnect the negative terminal of the vehicle's 12V battery.
2. Replace the emergency onboard communications unit (OCU) -J949- according to the appropriate repair instructions in ELSA.
3. Reconnect the negative terminal of the vehicle's 12V battery.
4. Run the part replacement test plan on -J949- (diag. addr. 0075).
5. Check whether the customer concern has been resolved.



NOTICE

Before applying this TSB, please make sure that the problem is reproducible, and that the interference noise is coupled to the engine RPM. Otherwise, this TSB does not apply, and repairs done according to this TSB may not resolve the customer concern.

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 |
| | Loosen and secure the negative 12V battery terminal connection | 9785 0999 | 10 TU |
| Diagnostic Time: | GFF | 0150 0060 | Time stated on the diagnostic protocol (Max 50 TU) |



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| | | | |
|-----------------------|--|--------------|------|
| | 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 2065485/6 | | |

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 Unit | 01 |

Additional Information

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

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