

Technical Service Bulletin

Topic	91 Service info: Bluetooth calls: name not displayed during incoming call and in call list
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2079246/1
Level	EH
Status	Released for publishing
Release date	Sep 9, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> telephone operation -> call number display	functionality -> no function	
information, navigation, communication, entertainment -> address book -> store address book entries -> import directory entries from mobile phone	functionality -> operation sequence incorrect	
information, navigation, communication, entertainment -> telephone operation -> call number display	functionality -> gives incorrect reading	
information, navigation, communication, entertainment -> address book -> store address book entries -> import directory entries from mobile phone	functionality -> no function	

Vehicle data

PPE/PPC Plattform

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
FU*	2025	A		*	*	*
GF*	2025	A		*	*	*
GH*	2025	A		*	*	*
GU*	2025	A		*	*	*

Documents

Document name
master.xml

Condition

Customer states:

The name is not always displayed on the MMI during incoming calls. Only the phone number is displayed. In addition, some of the entries in the call list are displayed with the name while others are displayed with the number even though they are saved as contacts.

Workshop findings:

The complaint can be reproduced in the workshop. Names are not always displayed during calls and in the call list.

The affected contacts are displayed correctly in the phone book and the favorites.

Technical Background

The incoming phone numbers can only be assigned to names if they are identical to the saved phone numbers. If the formats differ (e.g. in terms of the country code), the name is not displayed. This applies to both incoming calls and the call list.

Examples:

1.

Saved contact: John Smith: +1 123 4567890

Incoming call from +1 123 4567890: **“John Smith” is displayed**

2.

Saved contact: John Smith: 123 4567890

Incoming call from +1 123 4567890 **phone number is displayed**

3.

Saved contact: John Smith: +1 123 4567890

Incoming call from 123 4567890: **phone number is displayed**

The format in which phone numbers are sent during calls depends on the mobile service provider.

Production Solution

Not applicable.

Service

No measure necessary.

The format in which phone numbers are sent during calls depends on the mobile service provider.

Warranty

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

Repairs cannot be billed for under warranty. If parts are changed or replaced under warranty without good reason, the costs will be charged back.

Additional Information

All part and service references provided in this TSB (2079246) 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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