

Technical Service Bulletin

Topic	91 MIB3 MQB/MEB - phone intermittently with distorted voice output
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2079596/1
Level	EH
Status	Released for publishing
Release date	Oct 7, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> telephone operation	noises, vibrations	
information, navigation, communication, entertainment -> telephony	functionality	
information, navigation, communication, entertainment -> telephone operation -> phone call	noises, vibrations -> noise	
information, navigation, communication, entertainment -> telephone operation -> Bluetooth connection	functionality -> misfire	
information, navigation, communication, entertainment -> telephone operation -> phone call	noises, vibrations -> distorted sound	

Vehicle data

MQB / MEB A3, Q3, Q4 with Cluster 35

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8Y*	2022	A		*	*	*
F3*	2022	A		*	*	*
F4*	2022	A		*	*	*

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
005F - Information electronics 1	*	3853	*	*
005F - Information electronics 1	*	36*	*	*

Documents

Document name

master.xml

Condition

Customer states:

The customer complains that the voice output is intermittently distorted when making a phone call. Unlike the issue described in TSB 2079193, *91 MIB3 - A3, Q3 - hands-free system; cyclical noise interference on other end of line*, the interference can be heard by the driver (i.e. inside the vehicle).

The interference is sometimes also described as a scratching or tinny noise.

Workshop findings:

The complaint can be reproduced in the workshop.

Technical Background

Software issue.

Production Solution

Model year 2023.

Service

This TSB replaces PSS 2071924, *(PSS 91 MIB3 (MQB/MEB): phone audio sporadically distorted for the driver of the vehicle)*.

The software update is being rolled out in stages depending on the country and vehicle equipment.

The required software update is already available for some vehicle groups.

Available TSBs with update instructions and the current planning status for remaining updates can be found in the table in the applicable TSB.

A3, Q3 models

Please see TSB 2076404, *00 Service info: deployment overview for customer service packages MLB and MQB for MIB3/connectivity box*.

Q4

Please see TSB 2079289 *Combined software update ID.S 3.8.2 for Audi Q4*.

Warranty

Please do not bill repairs under this TSB. This TSB is for reference only; billing info can be found in the relevant TSB for the software update instructions.

Additional Information

All part and service references provided in this TSB (**2079596**) 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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