

### Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q3	2021 – 2024	All	With PR Code: 9ZE
A3, S3, and RS 3	2022 – 2024		9ZV 9ZX

REVISION HISTORY		
Revision	Date	Purpose
8	-	Revised title (updated title) Revised <i>Service</i> (adjusted customer statements and procedure)
7	09/16/2024	Revised <i>Production solution</i> (updated date) Revised <i>Warranty</i> (added labor op) Revised <i>Required Parts and Tools</i> (removed)
6	03/13/2024	Revised <i>Warranty</i> (updated labor ops)

#### Customer states:

1. The customer's smartphone is connected to the vehicle via Bluetooth. During calls, the other person does not hear the customer speaking.**and/or**
2. Voice control is not working, but the hands-free function for making phone calls is working.

#### Workshop findings:

- The customer concern can be reproduced.

### Technical Background

If the complaint is always present, there is a hardware fault in emergency call module control unit J949. As a result of the fault, the filter circuit designed to suppress interference no longer works and interference is coupled to the microphone wire in the vehicle. The situation cannot be identified by the control unit's self-diagnosis function and there are therefore no diagnostic entries logged



**This issue is caused by certain repair methods. To avoid this complaint, please follow the instructions in the attachment for future repairs to A3 and Q3 vehicles.**

## Production Solution

CW 38/24.

### Service

**Customer statement 1:** For this repair, it is important that a connection between the complaint and the engine speed is established. The interference noise changes as the engine speed changes. The other person can hear the noise but the person in the vehicle cannot. The customer has connected their smartphone to the vehicle wirelessly and uses the vehicle's microphone for calls.

**Customer statement 2:** There is a problem with voice control, which may not be working.

If the described conditions apply, perform the following steps:

- Disconnect the negative terminal of the 12V starter battery.
- Replace the emergency call module control unit J949.
- Reconnect the negative terminal of the 12V starter battery.
- After performing the repair, check whether the complaint has been remedied.

#### **NOTE:**

Try to reproduce the customer complaint (based on the description/cause of the issue), so that it can be clearly assigned to this TSB. The following repair must only be carried out if all the criteria (model/type, chassis number, engine/motor and gearbox code, PR number(s), part number, software version, code etc.) apply exactly. Otherwise, this solution will not eliminate the problem and repeat repairs may be necessary. In such a case, we may reject the warranty claim and charge back the cost of the parts.

### Warranty

<b>Claim Type:</b>	• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	9170		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Remove and install/replace telematics control module	9170 19XX <b>Or</b> 9170 55XX	See SRT with associated operations
	Loosen and secure the negative 12V battery terminal connection	9785 0999	10 TU
	GFF	0150 0060	Time stated on the diagnostic protocol
	Charge Battery	2706 8950	See SRT with associated operations
<b>Claim Comment:</b>	As per TSB 2065485/7		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations, as well as any associated tasks.

## Additional Information

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

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