

 Connection offline

Technical Service Bulletin

Transaction No.: **2081828/1**

91 Service info: iPhone: whistling noises during calls which changes with engine speed Release date: Apr 28, 2026

Condition

| Model(s) | Year(s) | VIN Range | Vehicle Specific Equipment |
|------------------|-------------|-----------|----------------------------|
| Q3 | 2021 – 2025 | All | Not applicable |
| A3, S3, and RS 3 | 2022 – 2024 | | |

The customer's iPhone is connected to the vehicle (Bluetooth or Apple CarPlay). During calls, the other person complains about interference. The interference is described as a whistling noise and changes noticeably with the engine speed.

Technical Background

Under certain circumstances, the vehicle's noise cancellation function is no longer able to filter out all noise interference. On Android devices, a further noise cancellation function integrated in the device is generally active, meaning that the noise may not be audible.

Production Solution

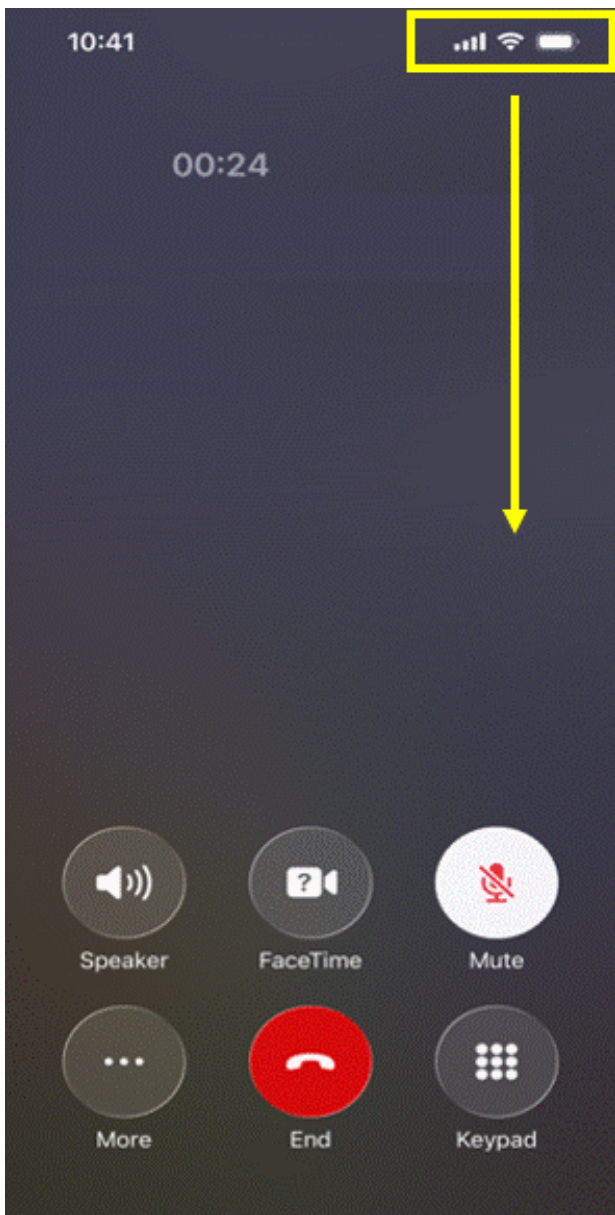
Not applicable.

Service

Please advise the customer of the settings described in the customer information.

The settings for the microphone can only be adjusted during an active phone call; you therefore need to start a call with the phone that is paired with the vehicle.

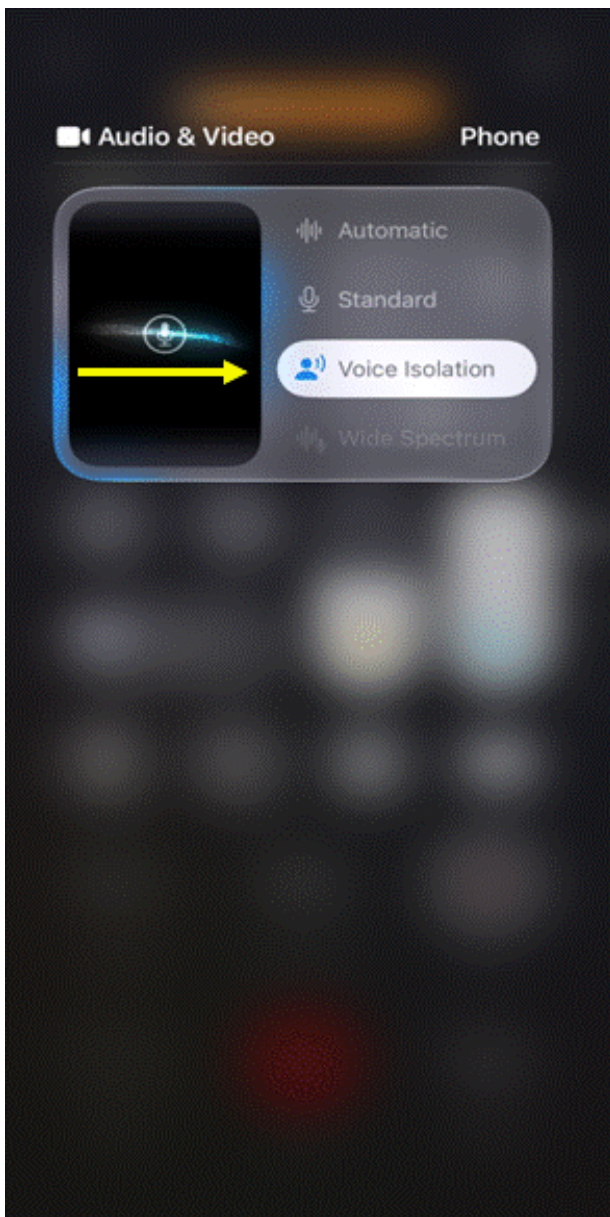
The control center is opened by swiping **downwards** on the top right of the screen.



After swiping down, select "Phone Controls" in the control center at the top of the screen.



Activate "Voice Isolation" in the microphone settings.



The setting needs only to be activated once and will remain active for future use; however, it may need to be reactivated after a phone update or for a new phone.

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 (**2081828**) 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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