

#### 91 Bluetooth phone cannot be paired to vehicle

91 13 04 2013422/10 September 11, 2013. Supersedes Technical Service Bulletin Group 91 number 12-49 dated July 31, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2007-2015	All	Telephone Preparation Installed

## Condition

REVISION HISTORY			
Revision	Date	Purpose	
10	-	Revised header data (Added model years) Revised <i>Service</i> (Updated instructions and images)	
9	7/31/2012	Revised header data (Added model years)	
8	9/20/2011	Revised Technical Background	

The Bluetooth<sup>®</sup> telephone cannot be connected to the vehicle's Infotainment system.

### **Technical Background**

Certain restrictions are present when a Bluetooth device is connected to the vehicle. The restrictions vary depending on the vehicle system present.

# **Production Solution**

Not applicable.

All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.



## Service

- 1. Verify that the customer's cell phone is on the Bluetooth compatibility list at <a href="http://audi-intelligence.com/bluetooth/prod/">http://audi-intelligence.com/bluetooth/prod/</a>.
- 2. Proceed to the appropriate section below based on vehicle equipment.

**Tip:** On certain phones (including Blackberry and some Android devices), if the connection has already been established, there are additional confirmations that need to be accepted for it to automatically re-pair.

#### MMI3G, MMI3G+, RMC:

1. Verify Bluetooth is turned on within the Bluetooth menu on the phone and in the vehicle.

Bluetooth visibility selections within the Bluetooth menu will affect pairing functionality if the pairing is initiated from the phone:

Off: The vehicle cannot be seen by any Bluetooth device.

**Auto:** The vehicle is visible to Bluetooth devices up to a speed of 5km/h and up to 5 minutes after switching on the ignition.

On: The vehicle is always visible regardless of speed or time from ignition.

If pairing is initiated from the vehicle, the above settings do not apply.

2. During pairing, a PIN will be generated or will be requested from the user. To pair the phone to the vehicle, confirm the PIN on either device depending on the pairing method.



**Tip:** If the vehicle and the mobile phone support the connection method "Secure Simple Pairing" (MMI3G+ from CW22/2011, RMC from CW45/2010), then a Bluetooth connection can be made while the vehicle is being driven. This method provides a 6-digit PIN that appears on both the vehicle and mobile phone. Simply confirm that the two PINs are the same to connect.

3. If the phone still will not connect in MMI3G+, delete all Bluetooth devices in the MMI menu (Figure 1 and Figure 2).

🔿 End	d call <b>Telephone</b>	Dial 📞
	Settings 🕁 Bluetooth	
/	<ul> <li>Known Bluetooth devices</li> </ul>	
	Bluetooth name	Þ
	Delete Bluetooth devices	►
		Settings
	2:08⊧m <b>[]+⊟</b> ≱,	III Google 3G III

Figure 1. Select "Delete Bluetooth devices".

Page 2 of 5

<sup>© 2013</sup> Audi of America, Inc.

All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.



🔿 Enc	d call	Telephone	Dial 📞
Bluet	ooth 🗂 De	lete Bluetooth dev	vices
	Are you Bluetoot	sure you want to o h devices?	delete all
	Yes		
	No		
			Settings
		2:09	the still Consider 20 still

Figure 2. Confirm deletion of Bluetooth devices.

Setup MMI Time Menu 🔳 English 🕨 Language Measurement units Voice recognition **Display brightness** Ô Factory default settings ~ System update 2:10 РМ 🗱 📶 Google 3G 📶

Figure 3. Open default settings menu.

Time	Menu	Setup	MMI
Setup	MMI <b>- →</b> Factory default setting	gs	
/	▲ Directory		
1/	Telephone	(	✓
	Bluetooth	(	✓
	Navigation settings	(	
$\setminus$	Navigation and online memo	ory (	
	2:12 <sub>РМ</sub>	<b>≵</b> 1 <sub>it</sub> ∏  Google:	3GIl

*Figure 4.* Select Telephone and Bluetooth options for factory defaults.

4. Reset phone and Bluetooth settings in the MMI menu to default (Figure 3 - Figure 6).

© 2013 Audi of America, Inc.

All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.



Time	Menu	Setup MMI
Setup	MMI <b>→</b> Factory default settings	;
/	<ul> <li>Voice recognition</li> </ul>	
	Restore factory default setting	s
	2:12рм	券 111  Google: 3G 111

Figure 5. Restore factory default settings.

Time	Menu Setup MM	I
Facto	y default settings <b>- Bestore</b>	
	Are you sure you want to delete the selected systems and restore them to the factory default settings?	
	Yes	
$\setminus$	No	
	2:12pm 🕸 ıIII Google 3G ıII	l

Figure 6. Confirm restoration of factory default settings.

- 5 Reset the phone to default settings.
- 6. Attempt to re-establish the Bluetooth connection.
- 7. If all values are set correctly and the phone still will not connect, follow standard diagnosis procedures and also refer to the phone manufacturer's instructions.

### UHV CAN, MMI 2G:

- 1. Verify that Bluetooth is turned on within the Bluetooth menu on the phone. The pairing process must be completed from the phone, as there is no option to search for phones from the MMI.
  - With MMI 2G, the vehicle is only visible up to 5km/h and for a maximum of 5 minutes after the ignition has been switched on.
  - With UHV CAN, the vehicle is always visible for vehicles built after CW 22/2008. For vehicles built before CW 22/2008, it is visible up to 5km/h and for a maximum of 5 minutes after the ignition has been switched on.

<sup>© 2013</sup> Audi of America, Inc.

All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.



- 2. The default PIN is 1234. In MMI 2G, the PIN can be changed in the *Bluetooth Settings* menu. In RNS-E vehicles, the PIN can be changed under *Telephone Settings*. The PIN cannot be changed in other radios.
- If the initial connection still fails, verify in the telephone transceiver (address word 77) that adaptation channel 133 is on 1 (Bluetooth-enable) and that channel 134 is on 0 (cradle is not installed).
   Additionally, for MMI 2G-equipped vehicles only, verify in the display control unit that adaptation channel 12 is on 2.
- 4. If all values are set correctly and the phone still will not connect, follow standard diagnosis procedures and also refer to the phone manufacturer's instructions.

### Warranty

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

## **Additional Information**

All parts and service references provided in this TSB (2013422) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

© 2013 Audi of America, Inc.

All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.