Technical Service Bulletin

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 *Service* (Updated instructions and images)
9	7/31/2012	Revised header data (Added model years)
8	9/20/2011	Revised *Technical Background*

The Bluetooth® 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.

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Service

1. Verify that the customer's cell phone is on the Bluetooth compatibility list at http://audi-intelligence.com/bluetooth/prod/.

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).

Figure 1. *Select "Delete Bluetooth devices".*

Figure 2. *Confirm deletion of Bluetooth devices.*

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

Figure 3. *Open default settings menu.*

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

Figure 5. *Restore factory default settings.*

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.

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.

3. 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.