

# Technical Service Bulletin



## 91 Bluetooth - MMI freezes or voice recognition inoperable due to phone book

91 13 96 2026390/5 July 30, 2013. Supersedes Technical Service Bulletin Group 91 number 12-38 dated March 2, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2010 – 2015	All	MMI 3G or MMI 3G+ (PR 8DY)
A5	2010 – 2015		
A5 Cabriolet	2010 – 2015		
Q5	2009 – 2015		
Q7	2010 – 2015		
A6	2010 – 2015		
A7	2010 – 2015		
A8	2011 – 2015		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Technical Background</i> (Added list of applications/factors that affect system performance) Revised <i>Service</i> (Added second step) Revised header data (added MY 2014 and 2015)
4	3/2/2012	Revised <i>Condition, Technical Background, and Service</i>
3	10/7/2011	Revised header data (Added new A6)
2	7/18/2011	Revised header data (Added MY 2012 and A7)
1	6/14/2011	Original publication

- When a phonebook with a large number of contacts is being downloaded, the MMI screen freezes in one of the following scenarios:
  - After the initial Bluetooth connection (shortly after the phone is bonded to the vehicle), the screen freezes briefly.
  - After the ignition is switched on (shortly after the phone automatically reconnects with the vehicle).
  - After the phonebook has downloaded.

- When the voice recognition system is used, a message appears in the MMI screen stating that the phone book is too large and that the voice recognition system cannot be used.



**Tip:** The command “Call <Name from directory>” is a global MMI command that is available in the telephone menu and main menu screens. If either menu is displayed, the message can appear when the voice recognition button (push to talk) on the steering wheel is pressed.

## Technical Background

The MMI uses a limited portion of the total memory to convert the name and phone number fields of downloaded contacts into a voice command (text to speech). Extensive processing takes place if too many letters are used in the first and last name fields or if numbers or special characters are entered. The remaining memory is dynamically assigned to different applications which can also affect the capacity of the voice command processing.

The following applications/factors may access the memory at the same time, which affects the system performance:

- Saved routes/tours in the navigation (long and complex routes need more space than short and simple ones).
- Known Bluetooth devices, their phonebooks, and their call lists (even if they are not actively connected via Bluetooth, they are stored on the MMI hard drive). Certain smartphones such as Apple iPhone, for example, send more data than other phones.
- Stored music on the Jukebox.
- The cache which stores the mode of the MMI system prior to the ignition being switched off.

The MMI does not respond until the process is completed, or it may freeze if phonebook fields are too large or do not follow typical formatting. Also, the text to speech capacity is exceeded and the voice recognition system is rendered inactive.

## Production Solution

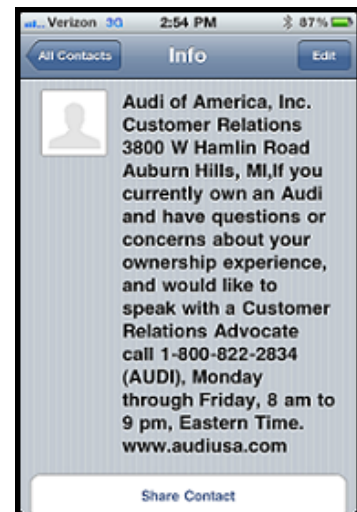
Not applicable.

## Service

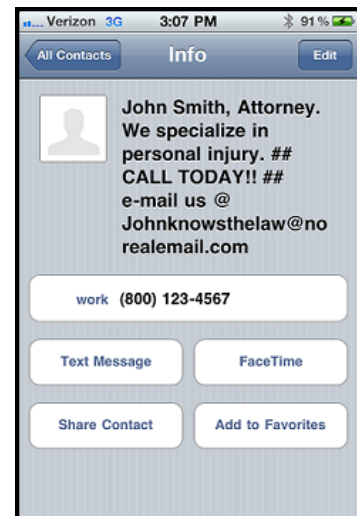
1. Ensure that the customer's phone is compatible with the vehicle model and model year, and that the phonebook entries follow the guidelines listed below:

### Name field:

- Only letters can be used in the first and last names. Numbers, brackets, addresses, and URLs cannot be used in the name field (Figure 1 and Figure 2).
- A maximum of 40 letters can be used for the first name and a maximum of 40 letters can be used for the last name.



*Figure 1. Example of an incorrectly saved name field that exceeds 40 letters and contains numbers and a URL.*



*Figure 2. Example of an incorrectly saved name field that contains incorrect characters.*



**Tip:** With regards to voice recognition issues, the specified 40 letters are only a reference point, as the spoken and written length differs. For example:

- “Sch” is three letters, but only one syllable.
- “W” is one letter, but is three syllables.
- With special characters and numbers, the difference between spoken length and written length is much greater, such as in “1234”, which is four characters, but nine syllables (one thousand two hundred thirty four).

#### Phone number field:

- Only numbers and the characters +, #, and \* can be used in the phone number field. Letters, brackets, and URLs cannot be used in the phone number field.

A maximum of 63 numbers can be used for the phone number.



**Tip:** When using desktop software or apps to transfer contacts (e.g. iTunes, Outlook, or Facebook), ensure that the transferred contacts meet these guidelines.

2. Inform the customer that saved routes/tours in the navigation, phonebooks and call lists, stored Jukebox music, and the cache affect the available memory of the voice recognition system, which will be deactivated when capacity is exceeded. The available memory for phonebook text to speech conversion can be increased with the following steps:
  - a) Delete call lists (dialed, received, and missed calls).
  - b) Delete saved navigation routes/tours that are no longer needed.

## Warranty

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

## Additional Information

All parts and service references provided in this TSB (2026390) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.