



Technical Service Bulletin

91 MMI3G: iPhone is not supported or intermittently disconnects when connected to the Audi Music Interface (AMI)

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, Q7	2009 - 2011	All	With MMI3G with AMI
A4, A5, and Q5	2009 - 2012	All	With MMI3G with AMI

Condition

Customer states:

- When using the Audi Music Interface (AMI), an error message appears “Device not supported”.
- The customer may also state the phone connects momentarily and disconnects or only stays connected when the battery of the iPhone is fully charged.
- The customer is using an iPhone 6, 6s, 7, 8, or X (including plus models) along with the MMI3G infotainment system.

Technical Background

With the introduction of iOS 10 in September 2016, Apple introduced a new charging strategy which limits the phone’s ability to connect to accessory devices that do not provide enough charging current. With this change made by Apple, the Audi Music Interface no longer meets the charging requirements mandated by iOS 10 (or higher). This only applies to customers using iPhone 6, 6s, 7, 8, or X models (including plus models).

Production Solution

Not applicable.

Service

Please inform the customer there currently is no available service solution due to this change in Apple’s iOS software. If a service solution becomes available, this bulletin will be updated.

As an option, the customer can purchase an unofficial A2DP Bluetooth adapter that connects directly to the Audi Music Interface via the Apple 30-pin connector and allows for wireless streaming of music to the MMI. When using a Bluetooth music adapter, the hands-free telephone function will continue to work through the MMI and not



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through the music adapter. The customer will need to ensure the iPhone stays paired to the MMI and also to the music adapter at the same time in order to retain the hands-free telephone feature.

The following are the unofficial A2DP Bluetooth adapters which have been tested by Audi of America to work in certain vehicles. As an added benefit, all adapters utilize the latest A2DP protocol which allows the MMI to display music files which are stored on the phone. Additionally, the user can manually select individual songs directly in the MMI. All adapters are available via the Amazon.com or other 3rd party online retailers.

- Bovee 1000 Bluetooth Music Interface Adapter



Figure 1. Bovee A2DP adapter

- Wi-Mi Mi-30P for Audi and other vehicles



Figure 2. Wi-Mi A2DP adapter



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- CoolStream CarPro for Audi



Figure 3. CarPro A2DP adapter



Tip: Not all A2DP adapters are compatible with Audi vehicles. Read the manufacturer's description of the product before purchasing. If the manufacturer does not specifically state that the device is compatible with Audi, then it should not be purchased.

Warranty

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

Additional Information

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

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