# Technical Service Bulletin

**91 MIB MMI: Text messages cannot be viewed or sent using Bluetooth**

91 19 93 2037087/4 September 27, 2019. Supersedes Technical Service Bulletin Group 91 number 18-12 dated October 2, 2018 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|---|---|---|---|
| All | 2014 - 2022 | All | With MIB1, MIB2, and MIB2+ |

## Condition

| REVISION HISTORY | | |
|---|---|---|
| **Revision** | **Date** | **Purpose** |
| 4 | - | Revised *Condition* (Updated statement)<br>Revised *Technical Background* (Updated for IOS13)<br>Revised *Service* (Updated Step 4) |
| 3 | 10/02/2018 | Revised title<br>Revised header (Added new models)<br>Revised *Condition* (Added new condition)<br>Revised *Technical Background* (Added information about MIB2+) |
| 2 | 06/16/2015 | Revised header (Added A6 and A7)<br>Revised *Technical Background* (Added information about MIB2 MMI system in A6 and A7 vehicles)<br>Revised *Service* (Completely revised step 4) |
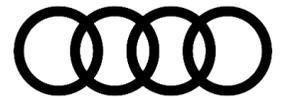
# Technical Service Bulletin

**Customer states:**

- Customer cannot enable text message support via the MMI system.

- The option to send new text messages cannot be accessed through the Messages function in the MIB MMI telephone menu.

- Additionally, the option to send text messages using "New" is greyed-out in the Messages menu (Figure 1).

- Text messages which were previously received before pairing to the MMI cannot be displayed.



**Figure 1.** *"New" option is greyed out.*

## Technical Background

The MIB High system is the first Audi MMI system that supports the Bluetooth Message Access Profile (MAP). This includes MIB1, MIB2, MIB2+, and MIB3. Some mobile phones do not have the complete set of MAP features and functions implemented in their operating systems, which affects the available options in the MMI system.

For example, the iPhone Bluetooth MAP profile implemented before iOS13 does not support:

- The displaying of text messages that were previously sent or received prior to pairing to the phone to the MMI.

- The sending of text messages via Bluetooth.

Apple's iOS13 Bluetooth MAP profile now supports both of these functions. For model year 2016+ A6 and A7 vehicles with the MIB2 MMI system and other models with MIB2, MIB2+, and MIB3, the MMI will automatically attempt to connect to MAP when the phone is first paired to Bluetooth. If the phone does not allow the MMI to access the phone's text messages (MAP), then it will not be possible to manually force the MMI to make this connection.  This was possible with the MIB1 system. Instead, the customer will need to activate this feature on the phone after the pairing process, then additionally disconnect and reconnect the Bluetooth connection to the MMI.

## Production Solution

Not applicable.
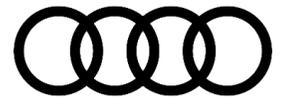
# Technical Service Bulletin

## Service

Explain to the customer that the condition is related to the features of the mobile phone's operating system, and it is not a limitation of the MMI system. Ask Apple device owners to update to iOS13 or newer if possible.

**Enabling text message notifications for iPhone:**

1. If incoming messages cannot be received or if the "Messages" menu is greyed-out (Figure 2), explain to the customer that the "Show Notifications" option must be enabled with the following steps.

   With Android phones, the option to allow the MMI to access the phone's text messages appears in a pop-up when the phone is first paired to the vehicle.


*Figure 2.* *Messages menu greyed out.*

2. In iOS, under *Settings >> Bluetooth*, select "ⓘ" next to the MMI Bluetooth pairing name (Figure 3).


*Figure 3.* "ⓘ" *next to the Audi MMI pairing.*
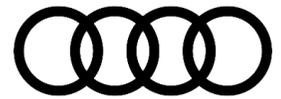
# Technical Service Bulletin

3. Ensure that the "Show Notifications" option is enabled (Figure 4), which will allow the MMI system to access new text messages that are received while the iPhone is bonded to the car.

   If this option is not available, it is possible that the wrong vehicle pairing was selected (check the MMI system for correct vehicle pairing name), the phone does not support MAP, or the vehicle does not have the MIB High system.



*Figure 4. "Show Notifications" option in iOS.*

4. For MIB1 MMI (A3), if the Messages option is still greyed-out, manually force the connection in the MMI:

   - Go to the Bluetooth device list in the MMI (*Telephone >> Bluetooth >> Device List*). Select the phone from the list, then select "Messages" to connect the MMI to the iPhone using MAP (Figure 5).

   For MIB2, MIB2+, & MIB3, if the Messages function or "Messages Connect" option is greyed-out and not accessible (Figure 6), the Bluetooth service will need to be stopped and restarted:

   - Either in the MMI or in the phone's Bluetooth menu, turn the Bluetooth radio off and back on. This forces the phone and MMI to reconnect with the new Bluetooth settings with the MAP function enabled.



*Figure 5. Messages Connect option for MIB1.*
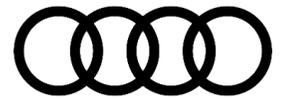
# Technical Service Bulletin



**Figure 6.** *Messages Connect option is greyed-out and not accessible for MIB2.*

## Warranty

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

## Additional Information

All parts and service references provided in this TSB (2037087) 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.