Technical Service Bulletin

91 MMI/MIB: Freezes or crashes and restarts when searching for a contact in the address book

91 20 65 2036576/6 May 12, 2020. Supersedes Technical Service Bulletin Group 91 number 18-88 dated March 27, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2009 - 2021	All	With telephone and bluetooth

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
6	-	Revised title
		Revised header (Added Model Years 2020 and 2021, added all Audi vehicles)
		Revised *Condition* (Applies to all MMI systems, not just MMI3G+)
5	03/27/2018	Revised header (Added Model Years 2018 and 2019)
4	02/02/2016	Revised *Service* (Added information about phone pairing at time of script execution)

Customer states:

When a phone is connected to the vehicle via Bluetooth, one of the following conditions occurs when the user searches for a contact name in the MMI address book (by using the MMI control knob or the voice recognition system):

- The MMI screen goes blank then restarts.

- The MMI screen freezes for a few minutes then recovers.
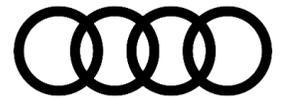
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Technical Background

This condition occurs because special characters (including symbols, emoticons, or map icons) are stored in the name field of a phonebook contact (Figure 1).


Figure 1. *Special characters stored in the name field of a phonebook contact.*

Production Solution

Not applicable.

Service

1. All phonebook contact fields (first name, last name, company, phone number, etc.) that have been transferred to the vehicle must be checked. If special characters are stored in any field, they must be removed. For additional information, see TSB 2026390: *91 Bluetooth - MMI freezes, streaming music skips, or voice recognition inoperable due to phonebook.*

2. Ask the customer to correct the entries in the phone and to also correct the entries in the source information from which the entries were obtained. If the phone is synchronized with other smartphone apps, with Outlook, or with Gmail, changing the information only on the phone may not fix the issue permanently.
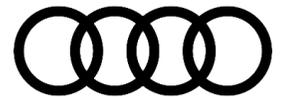
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⚠️ **Note:**

Replacement of the MMI main unit or of the telephone control unit will not fix the condition.

To assist with troubleshooting in MMI3G+ vehicles:

A troubleshooting MMI script is available for download on the ServiceNet website at *ServiceNet >> Technician References >> Audi MMI Scripts >> MMI3G+ Phonebook Troubleshooting Script*.

This script will allow the customer or technician to automatically find invalid entries. If no invalid entries are found, it can be safely assumed the contacts are not the source of the concern, assuming the max limit has not been reached. The phone does not need to be paired at the time the script is run, unless the MMI has recently been factory-reset.

To use the script:

- Download the script and extract the three files to the root directory of the SD card. The files are labeled "audicc", "copie_scr.sh", and "graphics" (Figure 2). The script will not work if the files are not placed in the root directory of the SD card.

Name	Änderungsdatum	Typ	Größe
audicc	25.02.2014 11:59	Datei	11 KB
copie_scr.sh	25.02.2014 12:00	SH-Datei	2 KB
graphics	30.01.2014 13:08	Datei	30 KB

Figure 2. *Three files required for the script.*

- Allow the MMI system to fully initialize (all Telephone menu options will be white, not greyed-out).

- The phone does not need to be paired at the time the script is run, unless the MMI has recently been factory-reset (as long as the phonebook was previously loaded into the MMI). Ensure that the phonebook has been loaded into the MMI by viewing "Known Bonded Devices" in the Telephone menu and checking for the name of the phone. If the MMI was recently factory-reset, the phonebook must be downloaded again before the script is run.

- If the phonebook must be reloaded into the MMI, allow the phonebook transfer to be completed (the phonebook transfer icon in lower right hand corner of MMI will disappear), which can take up to 5 minutes depending on the number of contacts and recent call history logs stored in the phone.

- Insert the SD card into one of the MMI main unit SD card slots. Allow the script to execute (30–60 seconds).
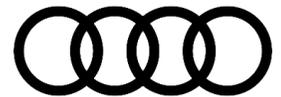
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Once the script completes, a green or red popup message will appear:

- Green indicates that no invalid contacts were found in the phonebook (Figure 3).

- Red indicates invalid entries were found in the phonebook (Figure 4). A plain text log file will be stored on the SD card indicating which contacts were problematic. The file can be viewed with a text viewer (such as Notepad, Wordpad, or Word) on a computer.
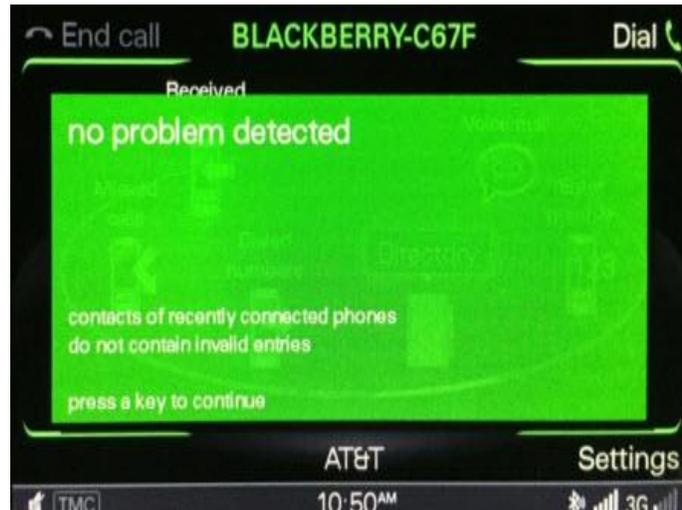
Figure 3. *No issues were detected with the phonebook contact entries.*

Figure 4. *Specific issues were detected with the phonebook contact entries.*

Warranty

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

Additional Information

The following Technical Service Bulletin may be necessary to complete this procedure:

- TSB 2026390, *91 Bluetooth - MMI freezes, streaming music skips, or voice recognition inoperable due to phonebook.*
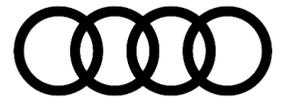
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All parts and service references provided in this TSB (2036576) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.