Technical Service Bulletin

91 MMI3G+ Bluetooth: MMI freezes, streaming music skips, or voice recognition inoperable due to phonebook

91 20 73 2026390/7 June 3, 2020. Supersedes Technical Service Bulletin Group 91 number 15-88 dated May 19, 2015 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5, A5 Cabriolet, S5, RS5, RS5 Cabriolet	2010 -2018	All	MMI3G or MMI3G+
A5 Sportback, S5 Sportback	2018	All	MMI3G or MMI3G+
A6, S6	2009 - 2015	All	MMI3G or MMI3G+
A7	2012 - 2015	All	MMI3G or MMI3G+
A8. S8	2011 - 2018	All	MMI3G or MMI3G+
Q3	2015 - 2018	All	MMI3G or MMI3G+
Q5	2009 - 2017	All	MMI3G or MMI3G+
A4, S4, A4 allroad, Q7	2010 - 2016	All	MMI3G or MMI3G+

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
7	-	Revised title Revised header (Added model years)
6	05/19/2015	Revised header (Added model years) Revised *Service* (Added information about a script for troubleshooting)
5	07/30/2013	Revised header (Added model years) Revised *Technical Background* (Added list of applications/factors that affect system performance) Revised *Service* (Added second step)

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Customer states:

- When a phonebook with a large number of contacts is being downloaded, the MMI screen freezes in one of the following scenarios:

  - Briefly, after the initial Bluetooth connection (shortly after the phone is bonded to the vehicle).

  - 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.

- When music is streamed to the MMI system with the Bluetooth A2DP connection, the music intermittently pauses or seems to skip. The condition goes away once the phonebook transfer is completed.

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 complicated routes need more space than short and simple routes).

- Known Bluetooth devices, their phonebooks, and their recent call history (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. The call history issue is especially real for customers who never clear out their phone's call history. Hundreds of entries in the recent call history can cause music playback issues during the phonebook sync to the MMI.

- Stored music on the Jukebox.

- The cache that stores the mode of the MMI system before the ignition being switched off.

The MMI does not respond until the process is completed, or it may freeze if the 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.

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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.

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

ℹ️ **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 it 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.

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

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Tip: For MMI3G+, A script for troubleshooting the MMI 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 find invalid entries automatically. 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.

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 3). 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 3. *Three files required for the script.*

- Allow the MMI system to initialize and bond with the customer's mobile phone fully.

- Allow the phonebook transfer to complete from the phone to the MMI (the phonebook transfer icon in the 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).

- Once the script completes, a green or red popup message will appear:

  - Green indicates that no invalid contacts were found in the phonebook (Figure 4).

  - Red indicates invalid entries were found in the phonebook (Figure 5). 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.
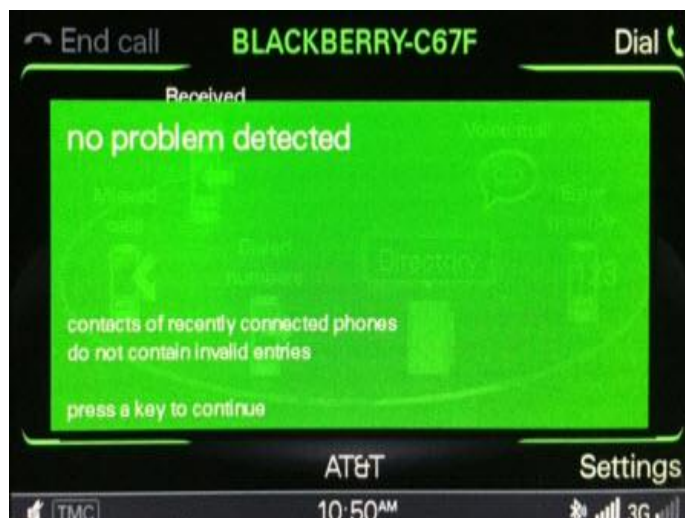
Figure 4. *No issues were detected with the phonebook contact entries.*

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Figure 5. *Specific issues were detected with the phonebook contact entries.*

3. Ask the customer to correct the entries in the phone and also to 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.

4. Inform the customer that saved routes/tours in the navigation, phonebooks, and recent call history 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:

    *   Delete historical call lists (dialed, received, and missed calls). On iOS devices, they are labeled "Recents" under the native phone app.

    *   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 part and service references provided in this TSB (2026390) 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.