



Technical Service Bulletin

91 Voice recognition performance and Bluetooth call quality issues on other end of the line

91 20 38 2061397/1 November 17, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
R8	2014 - 2016	All	Bluetooth
A5, A5 Cabriolet, S5, RS 5, and RS 5 Cabriolet	2014 - 2017	All	Bluetooth
S5 Cabriolet	2015 - 2017	All	Bluetooth
A8, S8	2014 - 2018	All	Bluetooth
A3 e-tron, Q3	2015 - 2018	All	Bluetooth
A3 Cabriolet, S3	2015 - 2020	All	Bluetooth
RS 3	2017 - 2020	All	Bluetooth
A3	2014 - 2020	All	Bluetooth
TT, TTS, and TTRS	2014 - 2021	All	Bluetooth

Condition

Customer states:

There is poor call quality at the other end:

- The driver's voice is muffled.
- The driver's voice is quiet.
- The voice is superimposed by interference.

Or

- The voice operation is restricted/voice commands are not recognized.

Technical Background

The front of the microphone is covered with a rubber gasket. Damage to this gasket can cause poor audio pickup quality.



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Production Solution

Not applicable.

Service

Scenario 1: Rubber gasket on the front face of the microphone is damaged

1. If there is damage found, then replace the microphone (Figures 1 – 4).

You can also rub along the seal with your finger to check whether it has become loose.



Note:

The following images are for example only. Depending on the vehicle model, the microphone design could be slightly different.

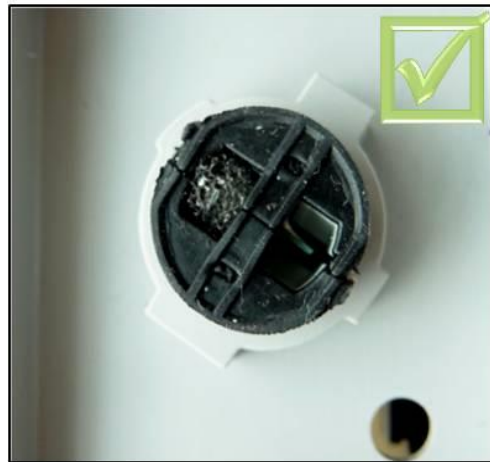


Figure 1. A correctly installed and undamaged gasket.





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Figure 2. A damaged gasket (microphone needs to be replaced).



Figure 3. A damaged gasket (microphone needs to be replaced).



Figure 4. A damaged gasket (microphone needs to be replaced).



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2. When installing new microphones, please take care to install them properly as shown in Figures 5 – 7.



Figure 5. Do not install the microphone on an angle. Always insert the microphone perpendicular to the slot in the dome light module.



Figure 6. Damage caused by installing a microphone at an angle.



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Figure 7. The correct way to install the microphones.

Scenario 2: Rubber gasket is undamaged

1. If the rubber gasket is undamaged, check whether the microphones are firmly seated in their sockets. A clicking sound is heard while inserting the microphones to show a correct and secure installation.

If the cloth cover on the roof module trim is not smooth (Figures 8 – 9) then a secure acoustic seal of the microphones cannot be guaranteed.



Figure 8. The cloth cover is without blemishes.



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Figure 9. The cloth cover is deformed and uneven.

2. In those cases, smooth the cloth cover until it is fitted tightly without folds or blemishes.
3. If the issue outlined in the previous steps does not apply, then continue the fault-finding process according to the repair manual.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9157		
Damage Code:	0010		
Labor Operations:	Remove and install the dome light module	9620 1900	See SRT with associated operations
	Remove and install the microphone	9157 1950	See SRT with associated operations



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	Check the microphone gaskets	9157 0199	10 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 25 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2061397/1		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Additional Information

All part and service references provided in this TSB (2061397) 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.

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