

Technical Service Bulletin



91 Telephone: interference during phone calls that is synced to the engine's RPM

91 23 10 2065485/5 June 29, 2023. Supersedes Technical Service Bulletin Group 91 number 23-86 dated March 31, 2023, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2021 – 2024	All	Not Applicable
A3, S3, and RS 3	2022 – 2024		

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header (added Model Years)
4	03/31/2023	Revised header (updated customer codes) Revised <i>Condition</i> (updated customer statements) Revised <i>Technical Background</i> (added note about damage due to service) Revised <i>Service</i> (updated note style)
3	11/02/2022	Revised <i>Service</i> (updated troubleshooting procedure)

Customer states:

- When making a phone call via Bluetooth, the receiving person is concerned about interference during the phone call.
The interference is described as a whistling noise that changes notably with the engine's RPM.
- The Speech Dialog System (SDS) is not working, but hands-free calls are possible.

Workshop findings:

- No relevant DTCs are stored in the vehicle.
- The customer concern can be reproduced.

Technical Background

A hardware issue with the power supply filter in the onboard communications unit (OCU), J949 (address word 0075) may cause the interference to be coupled to the microphone signal.





The problem can also be caused by certain repair methods. Removing the connector from the OCU while the 12V battery is connected to the vehicle can result in permanent damage to the OCU.

Production Solution

Not Applicable

Service

1. Disconnect the negative terminal of the vehicle's 12V battery.
2. Replace the emergency onboard communications unit (OCU) -J949- according to the appropriate repair instructions in ELSA.
3. Reconnect the negative terminal of the vehicle's 12V battery.
4. Run the part replacement test plan on -J949- (diag. addr. 0075).
5. Check whether the customer concern has been resolved.

NOTICE

Before applying this TSB, please make sure that the problem is reproducible and that the interference noise is coupled to the engine RPM. Otherwise, this TSB does not apply and repairs done according to this TSB may not resolve the customer concern.

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:	9170		
Damage Code:	0039		
Labor Operations:	Remove and install/replace telematics control module	9170 19XX Or 9170 55XX	See SRT with associated operations

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	Loosen and secure the negative 12V battery terminal connection	9785 0999	10 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2065485/5		

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.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA	Onboard Communications Unit	01

Additional Information

All parts and service references provided in this TSB (**2065485**) are subject to change and/or removal.

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