



# Technical Service Bulletin

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## 91 MIB3: Outlook contacts are not accessible via the MMI when using Apple devices

91 23 17 2071056/1 July 24, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, A6, A6 allroad, S5, RS 6 Avant, A7, S7, RS 7, A8, S8, e-tron quattro, e-tron Sportback quattro, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2021 – 2024	All	MIB3
A7 e quattro	2021 – 2022		
A8 e quattro	2021		
e-tron S quattro, e-tron GT, and RS e-tron GT	2022 – 2024		

## Condition

### Customer states:

- Only some of their phone's contacts are shown.
- The customer is using the export function from the Outlook app on their iPhone. These contacts are not shown in the vehicle.

## Technical Background

Software changes in the Outlook app result in restricted compatibility with the vehicle's Bluetooth function.



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## Production Solution

Not applicable.

## Service

Please advise the customer that Outlook contacts can be integrated in the iPhone's phone book via the operating system's integrated function (Settings -> Contacts -> Accounts -> Add Accounts -> Microsoft Exchange).

Alternatively, the customer can use Apple CarPlay to access their Outlook contacts.

Using the function supplied by Outlook will result in those contacts being stored in a way that is incompatible with the vehicle.

1. Do not perform any repairs. Any repairs for this concern may be denied.
2. This problem is caused by a third party application and therefore cannot be resolved by Audi.

## Warranty

This concern is due to a third party system and is not covered by any Audi Warranty.

## Additional Information

All part and service references provided in this TSB (**2071056**) 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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