Condition

The customer may report that the hands-free phone function is inoperative.

Other MMI functions (audio output, menu selection, etc.) are operative.

Technical Background

The proper function of the flash memory in the telephone control module R36 may be affected.

Production Solution

Software change.

Service

ℹ️ **Tip:** For successful results, it is important to perform all the sections listed below in the sequence described.

1. Determine hardware and software version of phone preparation control unit.

2. Update <u>firmware</u> of the phone preparation control unit, using CD #1 (*CleanUp CD **USA***) of CD bundle **4F0 998 961.**

3. Update <u>software</u> of the phone preparation control unit, using CD #1 (*CleanUp CD **USA***) of CD bundle **4F0 998 961.**

4. Perform final software update of the remaining MMI components, using CD #2 of CD bundle **4F0 998 961.**

5. Perform Software Version Management (SVM) feedback documentation.

Section 1. Determine hardware and software version of phone preparation control unit

1. Press and hold the **SETUP** button, and then press and hold the **RETURN** button. Hold both buttons down until the red update screen appears.

Figure 1. *The Setup and Return buttons.*

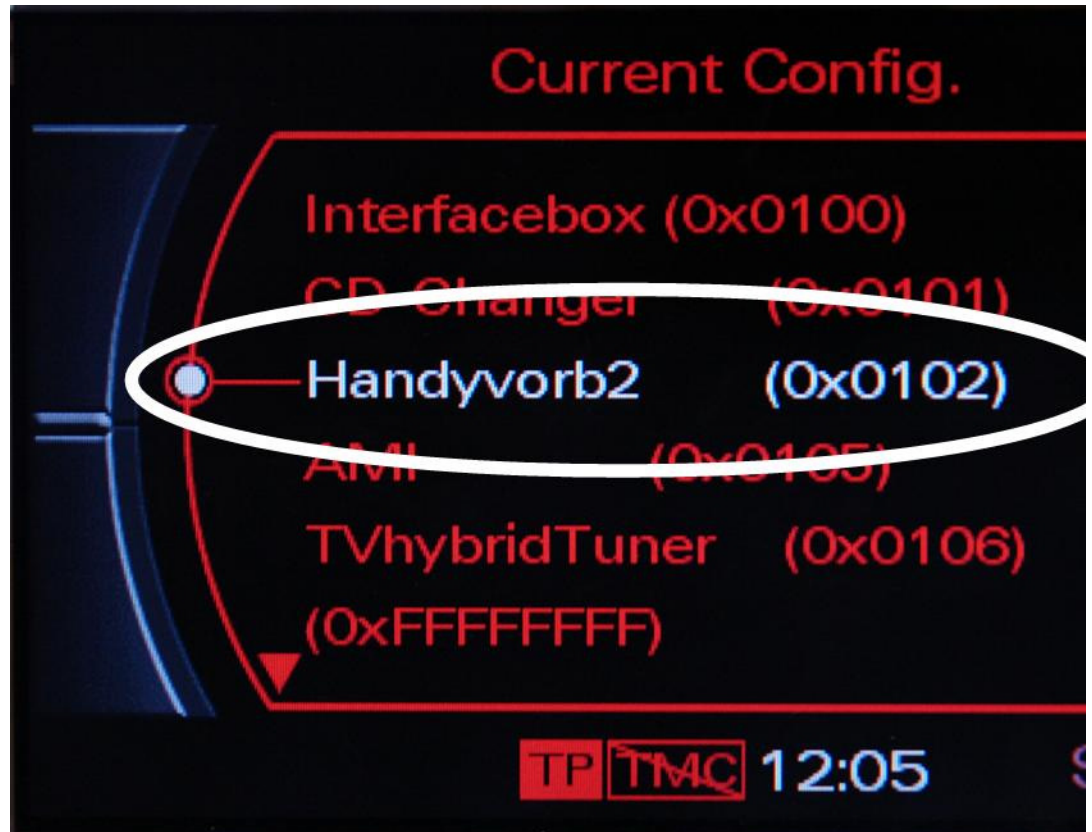2. Select **Handyvorb2** to determine the hardware and software versions of the phone preparation.

Figure 2.

- If **HW-Index: H00** is displayed, replace the phone preparation control module (see *Required parts and tools*). (See *Workshop Manual, Electrical*

Figure 3 Example.

system >> Rep. Gr. 91 >> Infotainment, telephone system >> Removing and installing telephone transmitter and receiver unit -R36.)

 Tip:

Proceed to *Section 4* after the R36-replacement to update the remaining MMI modules. The replacement phone module will already have the correct firmware and software versions.

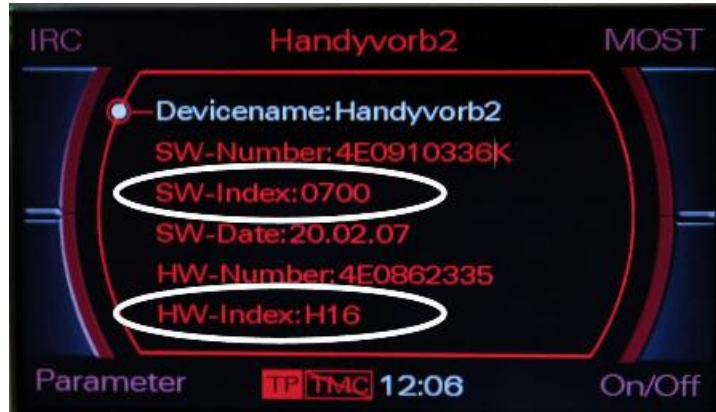- If another than H00 **HW-Index** is displayed in the vehicle, proceed to *Section 2*.

Figure 4. *Example.*

Section 2. Update firmware of the phone preparation control unit, using CD #1 (*CleanUp CD USA*) of CD bundle 4F0 998 961

ℹ️ **Tips:**

- Connect a battery charger to the vehicle. (This is necessary because of the long period of time the ignition will be on during all updates and the final SVM feedback documentation.) Remember to use the Battery Energy Manager posts, and don't charge directly at the battery studs.

- Switch off all unnecessary electrical equipment (HVAC, seat heater, interior/exterior light, etc.).

- Ensure that electromagnetic interference sources (mobile phones or cordless DECT telephones) are not operated in or near the vehicle while individual control units are being updated.

1. Insert **CD #1** of CD bundle **4F0 998 961** in the single CD drive or in the first slot of the vehicle's CD changer.

2. Access the red update screen and select the function **SW Update** with the lower right soft button.
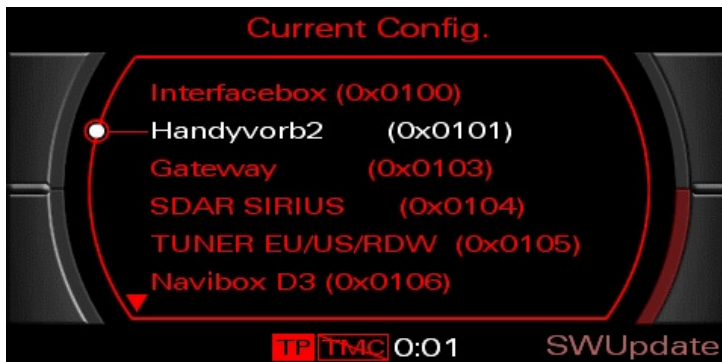
Figure 5.

3. Select **CD-ROM** with the rotary pushbutton and press to confirm.

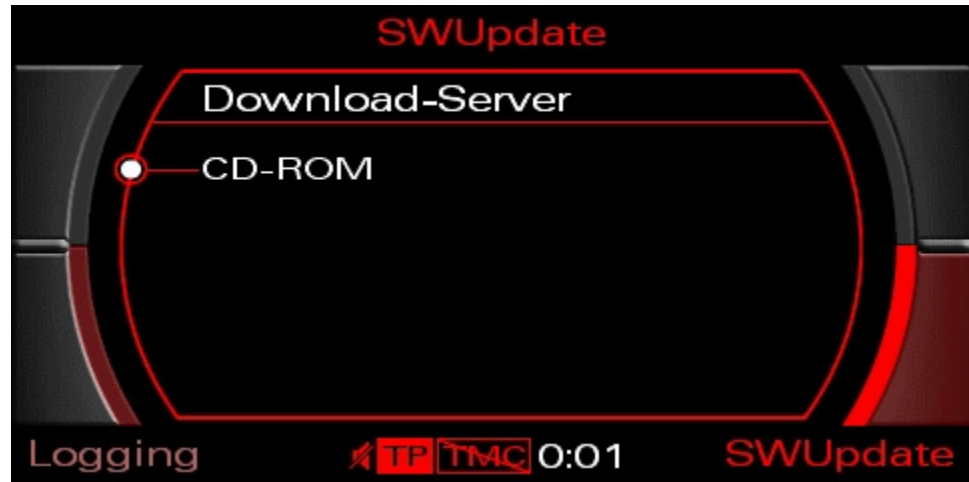Tip: If the error message **Metainfo.txt not found** is displayed, you have inserted the wrong repair CD.

Figure 6.

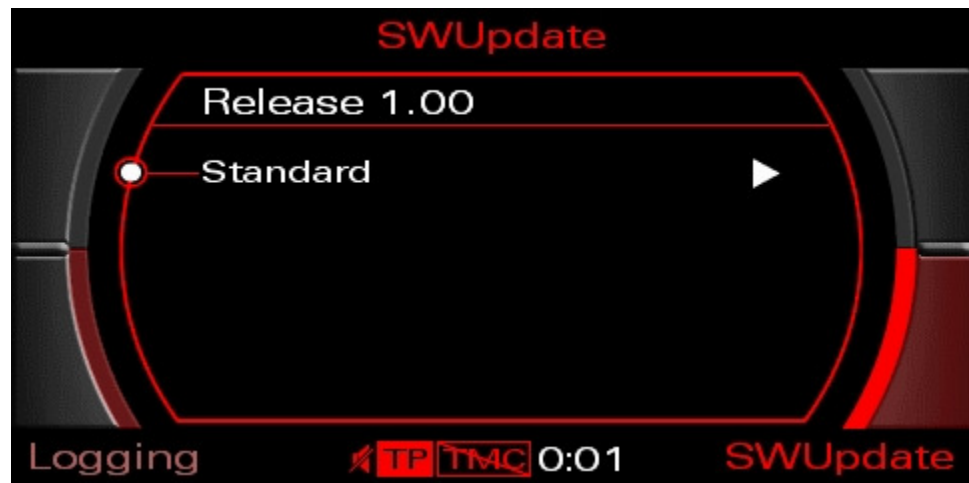4. Select **Standard** with the rotary pushbutton and press to confirm.

Figure 7.

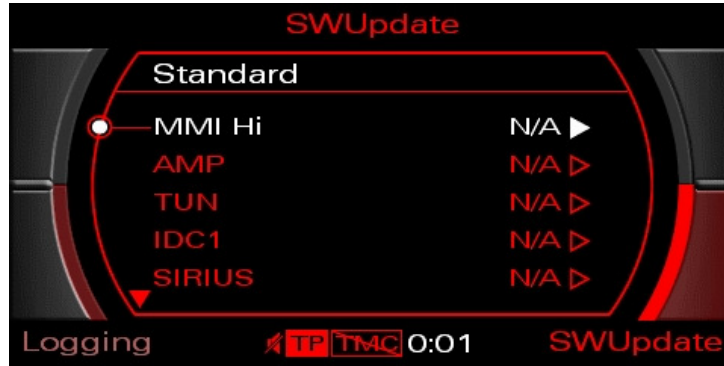5. Scroll down to the end of the module list with the rotary pushbutton. Select **OK** to begin the update.
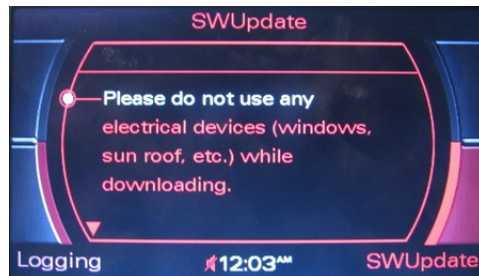

Figure 8.

Figure 9.
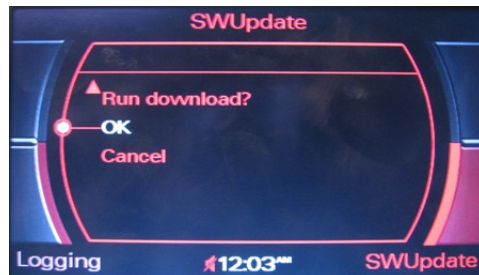

Figure 10.

Figure 11.

The firmware of the phone preparation will be updated now. This may take up to 6 minutes.

Figure 12.

Subsequently the internal repair process is performed. This may take up to 5 minutes.

Figure 13.

The repair process is complete and the system reinitializes.

<div align="center">*Figure 14.*</div>

6. To reset the system, scroll down the menu and select **Restart MMI**.

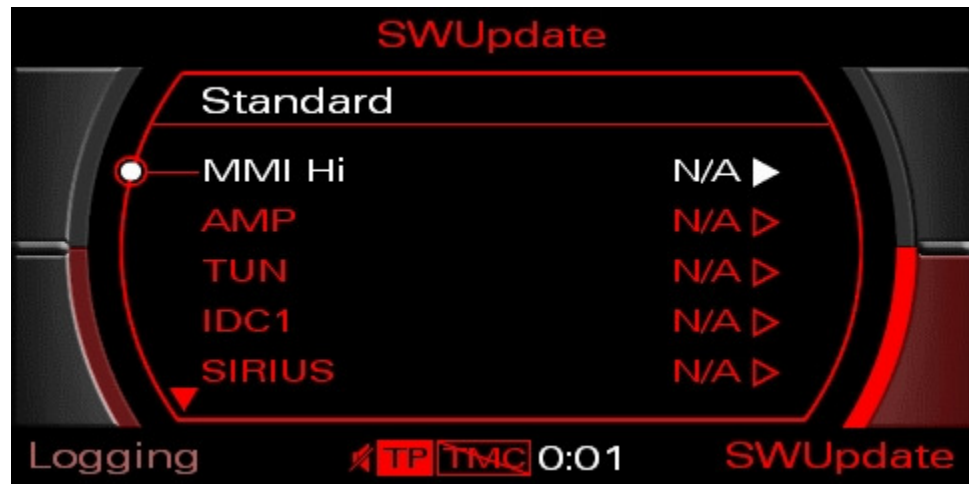

<div align="center">*Figure 15.*</div>

- If the repair process has been completed successfully, **Handyvorb2** will show **OK>**.

  Proceed to *Section 3,Update software of the phone preparation unit.*

<div align="center">*Figure 16.*</div>

- If the repair process has not been completed successfully, **Handyvorb2** will show **NOT OK >**. Proceed to Step 7.

Figure 17.

7. Select **Try again?** And press to confirm.

8. If the second repair attempt is not completed successfully either, replace the telephone control module (see *Required parts and tools*). (See *Workshop Manual >> Electrical system >> Rep. Gr. 91 >> Infotainment, telephone system >> Removing and installing telephone transmitter and receiver unit –R36*).

Section 3. Update Software of the phone preparation control unit, using CD #1 (*CleanUp CD USA*) of CD bundle 4F0 998 961

1. With the CD #1 still in slot 1 of the CD changer, press and hold the **SETUP** button, and then press and hold the **RETURN** button. Hold both buttons down until the red update screen reappears. (See Figure 1.)

2. Select *SWUpdate >> CD-ROM >> Standard.* Scroll to the end of the displayed list with the rotary push button.

3. Select **Start download**.

Figure 18.

If **Handyvorb2** option or the entire menu item is missing, reset the MMI system.

To do so, press buttons 1, 2 and 3.
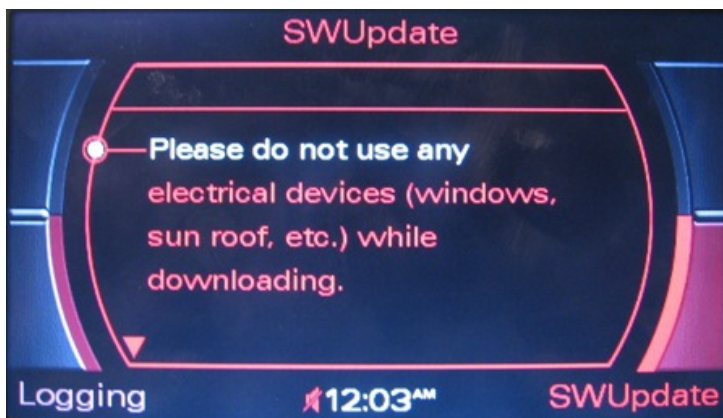

Figure 19.

4. Read and obey the warning.

Figure 20.

5. Scroll down to confirm the download.

   ![info icon] **Tip:** Be patient. The process may take up to one hour.
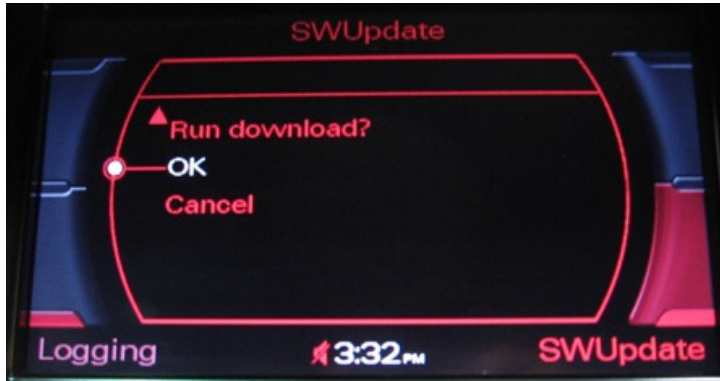

Figure 21.

6. Complete the update procedure by scrolling down and selecting **Restart MMI.**
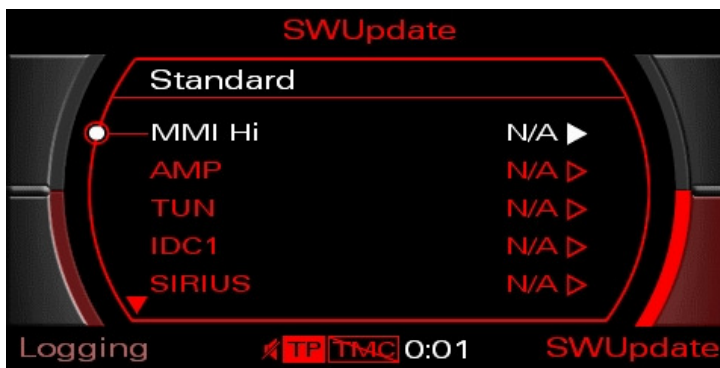

Figure 22.

Remove **CD #1** from the CD changer or single CD player.

Figure 23.

Section 4. Perform final software update of the remaining MMI components, using CD #2 of CD bundle 4F0 998 961

1. If the vehicle is MY 2005, it may still have a Version 4 Navigation DVD installed. Replace Version 4 Navigation DVDs with a Version 5 Navigation DVD prior to the MMI component update.

   The DVD can be obtained through the Navteq hotline and claimed as a sublet part.

Figure 24. Navigation DVD Version 4 and Navigation DVD Version 5.

2. Insert **CD #2** of CD bundle **4F0 998 961** in the single CD drive or in the first slot of the vehicle's CD changer (position 1).

   Press and hold the **SETUP** button, and then press and hold the **RETURN** button. Hold both buttons down until the red update screen reappears. (See Figure 1.)

3. Return to the **Current config.** screen and start the software update. Follow the procedure described in *Section 3.*

4. Repeat the software update procedure as long as the screen in Figure 26 appears.

   [i] **Tip:** This is a simple way to ensure that all components are updated.

Figure 26.

Section 6. Perform Software Version Management (SVM) feedback documentation

1. Connect vehicle diagnostic, testing and information system VAS 5051 or VAS 5051B or VAS 5052 (with online capability) to the vehicle.
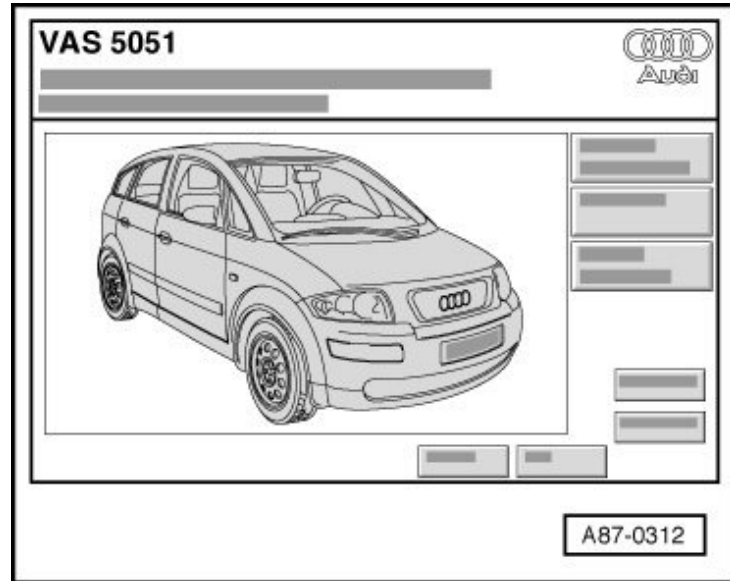

Figure 27.

2. Connect VAS 5051 or VAS 5052 to your workshop network (CPN).

3. Perform a **Problem-related hardware and software update**. Use the SVM code **MMIUSK864**.

   Tip: Use the SVM code **MMIUSK864**. The SVM code is also printed on the software update CD #2 and the case of the CD bundle.

   - After GFF scans all modules, if it states you need to update another module, select **No**.

   - It is normal for GFF to state **The SVM action code leads to no result, please contact Technical Assistance**. It is not necessary to contact Technical Assistance; the procedure is complete.

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.
Service Number:	9189

Damage Code:	0039		
Labor Operations:	Replace mobile phone interface, if HW index = H00.	9189 55 50	30 TU (A8)
			90 TU (A6)
			20 TU (Q7)
	Check hardware version of telephone control unit, carry out firmware update for telephone control unit, perform software update for MMI system and perform feedback documentation to the SVM	91 89 56 99	130 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2022701/1		

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.

Required Parts and Tools

Part Number	Part Description	Quantity
4F0 998 961	CD bundle for firmware and MMI system software update	1
AND – H0502	Navigation DVD 5, Only for MY 05 vehicles with Version 4 installed. Order through Navteq.	1
4F0 910 336 H	phone preparation control unit, if a replacement is necessary	1

Additional Information

The following Technical Service Bulletins will be necessary to complete this procedure:

- TSB 2017424, *91 MMI High: Some functions unavailable after 07 - Display/control unit replacement or MMI Zug software update*

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*

All parts and service references provided in this RVU are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.