

Copyright VW AG

Technical Service Handbook (HST)

ElsaPro Job number: 10497

DMS order number:

VIN: **WA1VMAFP3EA069135**

Model Year: **2014**

Sales code: **8RB5VA**

Model description: **Q5 quat. TDI3.0 V6176 A8S**

Engine code: **CPNB**

Transmission code: **PFJ**

Official license plate:

Final drive code:

User name: **Logan**

Service advisor - name:

Basic filtering of vehicle description

Brand	Model Year	Model Code	Engine code	Transmission code	Final drive code
A	2014	8R% - A4, A5, A5 Cabriolet,	%	%	%

PR numbers
9ZW

Technical Service Bulletin

Transaction No.: 2036575/1

91 MMI3G+ Bluetooth security profile for stored contacts, navigation favorites, and myAudi PIN

Release date: Mar 4, 2014

Condition

The following condition may be present in vehicles with MMI3G+ Navigation, and in vehicles with or without Audi connect:

- The addresses and contacts stored in the *Navigation >> Favorites*, *Navigation >> Directory*, and *Navigation >> Last destinations* submenus (Figure 1) disappear intermittently.

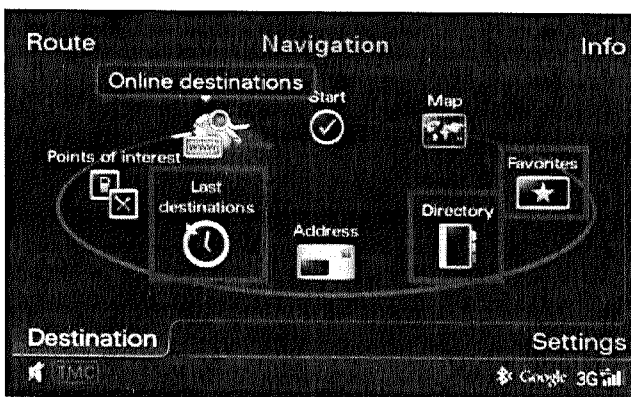


Figure 1. Navigation >> Favorites, Navigation >> Directory, and Navigation >> Last destinations submenus

Additionally, the following condition may be present in vehicles with Audi connect:

- Intermittently, the MMI system does not appear to remember that the user's myAudi PIN has already

been entered, and it requires the user to enter the PIN again (Figure 2).

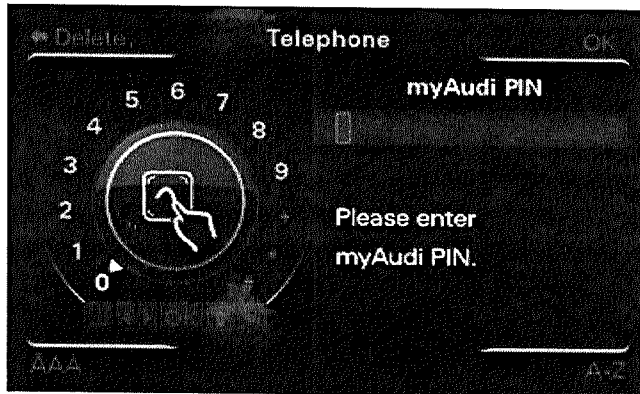


Figure 2. myAudi PIN entry

Technical Background

- If a user stores addresses and contacts in the *Navigation >> Favorites*, *Navigation >> Directory*, and *Navigation >> Last destinations* submenus while a Bluetooth phone is paired to the vehicle, those addresses and contacts will only be visible any time that the same phone is paired to the vehicle. Any time that the same phone is not paired to the vehicle, the addresses and contacts will not be available.
- If a user stores addresses and contacts in the *Navigation >> Favorites*, *Navigation >> Directory*, and *Navigation >> Last destinations* submenus while a Bluetooth phone is not paired to the vehicle, the addresses and contacts will be available any time.
- In vehicles with Audi connect, the user is prompted to enter the myAudi PIN when selecting online destinations or when importing contacts from the myAudi account (Figure 3). If the user's Bluetooth phone (the same phone that was paired to the vehicle when the PIN was entered initially) is paired to the vehicle, the user will not be prompted to re-enter the PIN after it has been entered.

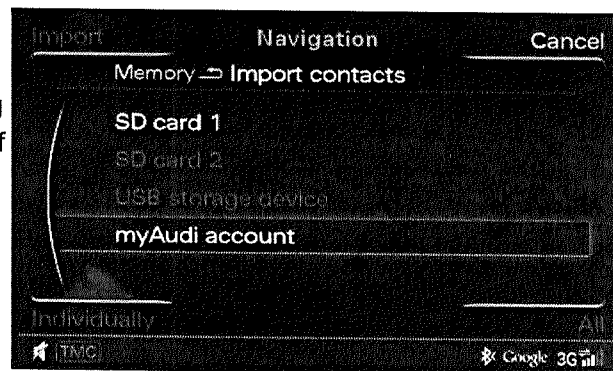


Figure 3. Importing contacts from the myAudi account.

Production Solution

Not applicable.

Service

- Explain the Technical Background to the customer.
- If the customer would like to store addresses and contacts in the *Navigation >> Favorites*, *Navigation >> Directory*, and *Navigation >> Last destinations* submenus that can be viewed by any driver or passenger (no security feature), explain that these addresses and contacts must be stored when

there is no active Bluetooth pairing. The phone's Bluetooth radio must be OFF when these addresses and contacts are entered.

- Explain to the customer that if additional phones have ever been paired to the vehicle, it is possible that the vehicle will pair to one of those phones if one is nearby (such as inside the customer's home when the car is in the garage/driveway).

Warranty

This TSB is informational only and not applicable to any Audi warranty.

Additional Information

All parts and service references provided in this TSB (2036575) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

©2014 Audi of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.