

# Sat Nav, ICE, Audio & TV

## Bluetooth phone does not work

### Issue

Bluetooth phone does not work.

The customer phone cannot be connected via Bluetooth.

Message "phone not available" on the MMI screen.

MMI hesitation.

Poor sound (hesitation, cracking noises) in different audio sources.

### Affects

Only vehicles with Bluetooth phone (9ZW) up to and including software version SW960 in the phone control unit (diagnosis address 77) are affected. This TPI does not apply to control units with higher software versions.

See also TPI 2015417.

### Technical background

Incorrect software in phone control unit.

### Production change

New software for phone control unit.

## Solution

### Repair control unit

The phone preparation control unit can be repaired with the software on the **Clean-up CD**, which is included in the CD package, see Parts information.

The instructions for the Clean-up CD are now part of the MMI2G updating instructions. See **MMI2G software update with CD package**.

If the phone control unit cannot be repaired any more, replace the control unit as follows:

1. **Replace the phone control unit.**
2. **Update the MMI2G software with the CD package.** In this case, the repair with the Clean-up CD is not necessary.

### [MMI2G software update with CD package:](#)

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|----|--|
| 1. | <b>MMI software update:</b><br><br>Observe the updating instructions in TPI 2017455 ((MMI2G High) or TPI 2017456 (MMI2G Basic).  |
| 2. | <b>Adjustment values and settings and further information on the MMI software update:</b><br><br>See TPI 2017041.                |
| 3. | <b>Software version management (SVM):</b><br><br>Feedback as described in TPI 2017455 (MMI2G High) or TPI 2017456 (MMI2G Basic). |

## Parts information

### CD package for MMI2G software updates

**MMI2G High (A6, Q7, A8):** 4L0 998 961 with SVM code: MMIEUK1006

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**MMI2G Basic (A6):** 4F0 998 961 A with SVM code: MMIEUK328

**MMI2G Basic (Q7):** 4L0 998 961 A with SVM code: MMIEUK328

The SVM code includes all the steps for a CD package. In this case the SVM feedback must only be sent after completing all the steps and not after every individual update.

## **Part number:**

Phone control unit: 4F1 910 336 D

Unique solution ID: #1057

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