



Technical Service Bulletin

91 Phone: Poor call quality on other end of line; DTCs B120313 - B120813

91 24 59 2067267/3 September 23, 2024. Supersedes Technical Service Bulletin Group 91 number 22-48 dated November 9, 2022 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
TT Roadster	2016 – 2023	All	Not Applicable
A5 Cabriolet	2018 – 2024		

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised title (Modify title) Revised header (Add model year and modify models) Revised <i>Condition</i> (Modify customer statement and workshop findings) Revised <i>Technical Background</i> (Modify technical background) Revised <i>Service</i> (Modify service) Revised <i>Warranty</i> (Modify warranty) Revised <i>Parts and Tools</i> (Remove diagnostic tester)
2	11/09/2022	Revised header (Add Model Year)
1	06/13/2022	Initial publication

Customer states:

- The customer complains that, when making a phone call, the quality is poor or the other person cannot understand the driver.
- In addition, the speech dialogue system may not work correctly.

Workshop findings:

The customer complaint can be reproduced.

One or more of the following event memory entries are logged in the microphone control unit, J886 (address word 00A6):

- DTC B120313:** Microphone 1 for driver side Open circuit (static or intermittent).
- DTC B120413:** Microphone 2 for driver side Open circuit (static or intermittent).
- DTC B120513:** Microphone 3 for driver side Open circuit (static or intermittent).
- DTC B120613:** Microphone 1 for frt.pass. side Open circuit (static or intermittent).
- DTC B120713:** Microphone 2 for frt.pass. side Open circuit (static or intermittent).



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- **DTC B120813:** Microphone 3 for frt.pass. side Open circuit (static or intermittent).

Technical Background 1

On the Cabriolet/Roadster models listed, there are three microphones for the hands-free system and speech dialogue system in the driver seat belt.

We are aware of two different types of (mechanical) damage that can occur.

Lines running down or across the belt (A5/S5 Cabriolet and TT Roadster):

If there are visible lines running down or across the belt (Figure 1), it can be assumed that belt was trapped in the driver door.



Figure 1. Marks indicating that the belt was trapped in the driver door

Waves (A5/S5 Cabriolet only):

If the belt has waves in it (Figure 2), it can be assumed that the belt was misused by a rear passenger who held on to it while getting out of the vehicle. The damage described (rear passenger pulls belt from behind) can occur in this situation (Figure 3).



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Figure 2. *Seat belt with waves in it.*



Figure 3. *The belt on the edge of the slot that it comes out of.*

Production Solution

Not applicable.

Service

The belt must be replaced to restore proper function.

Customer information:

Audi Cabriolet and Roadster models have microphones fitted in the driver seat belt to provide the best possible call quality. The required wires are woven into the belt. Using it incorrectly can cause damage to these wires. This includes, for example:

- Trapping the belt in the door.
- Rear passengers holding on to the belt when getting out of the vehicle.

Warranty

Invoicing under warranty is not possible if the damage (as described above) was caused by the customer.



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Additional Information

All part and service references provided in this TSB (**2067267**) 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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