



Connection offline

Technical Service Bulletin

Transaction No.: **2079246/2**

91 Service info: Bluetooth calls: name not displayed during incoming call and in call list

Release date: Jun 23, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU), Q5, Q5 Sportback, SQ5, and SQ5 Sportback (GU)	2025 – 2026	All	Not applicable
A6 Sportback e-tron, S6 Sportback e-tron, Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron, and SQ6 Sportback e-tron	2025		
A6	2026		

REVISION HISTORY

Revision	Date	Purpose
2	-	Revised header (Add Model Years) Revised <i>Condition</i> (Added model table)
1	09/09/2025	Initial publication

Customer states:

The name is not always displayed on the MMI during incoming calls. Only the phone number is displayed. In addition, some of the entries in the call list are displayed with the name while others are displayed with the number even though they are saved as contacts.

Workshop findings:

The complaint can be reproduced in the workshop. Names are not always displayed during calls and in the call list.

The affected contacts are displayed correctly in the phone book and the favorites.

Technical Background

The incoming phone numbers can only be assigned to names if they are identical to the saved phone numbers. If the formats differ (e.g. in terms of the country code), the name is not displayed. This applies to both incoming calls and the call list.

Examples:

1.

Saved contact: John Smith: +1 123 4567890

Incoming call from +1 123 4567890: **“John Smith” is displayed**

2.

Saved contact: John Smith: 0123 4567890

Incoming call from +1 123 4567890 **phone number is displayed**

3.

Saved contact: John Smith: +1 123 4567890

Incoming call from 123 4567890: **phone number is displayed**

The format in which phone numbers are sent during calls depends on the mobile service provider.

Production Solution

Not applicable.

Service

No measure is necessary.

The format in which phone numbers are sent during calls depends on the mobile service provider.

Warranty

Repairs cannot be billed for under warranty. If parts are changed or replaced under warranty without good reason, the costs will be charged back.

Additional Information

All part and service references provided in this TSB (**2079246**) 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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