

Technical Service Bulletin



91 MMI 3G+ Various Technical Issues (K0566 Update)

91 12 65 2030465/4 October 25, 2012. Supersedes Technical Service Bulletin Group 91 number 12-59 dated September 24, 2012 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|----------|-----------|-----------|----------------------------|
| A6 | 2012 | All | MMI 3G+ |
| A7 | 2012 | | |
| A8 | 2011-2012 | | |
| Q7 | 2012 | | |

Condition

| REVISION HISTORY | | |
|------------------|-----------|---|
| Revision | Date | Purpose |
| 4 | - | Revised <i>Condition</i> (Removed incorrect information) |
| 3 | 9/24/2012 | Revised <i>Header</i> (Adjusted to include early model year 2011 D4 vehicles) |
| 2 | 9/17/2012 | Revised <i>Service</i> (Adjusted SVM code, added Note) |
| 1 | 8/12/2012 | Initial Release |

Customer may report one of the following concerns:

- MMI system randomly freezes and/or resets.
- DVD Changer playback inoperative after bus sleep (A8 only).
- HD Radio does not playback in stereo.
- HD Radio experiences poor blending between digital and analog signals.
- Google Earth does not properly update the maps after leaving an area of 2G or poor cellular reception.
- The lower MMI display flickers when an iPod is connected and the *Function* or *Settings* menu is selected and the vehicle is stationary.
- Bluetooth® will not automatically reconnect to certain iPhone models after vehicle sleep.
- Surround settings are lost after ignition cycle (vehicles equipped with BOSE® sound systems only).



Note:

This bulletin only applies to vehicles with Navigation Plus (PR Number 8DY). The applicable vehicles can be clearly identified by the SIM card slot on the faceplate of the front MMI mainunit.

Technical Background

Continual improvements to MMI software provides solutions to issues experienced in the field.

Production Solution

Improved software.

Service

A software update can be performed.



Note:

Please review this entire bulletin before proceeding and follow all steps exactly to avoid damage to the MMI components. If at any time it is unclear how to proceed, please contact TAC.

1. As part of the update, wireless settings and paired devices will be deleted. All devices will need to be re-paired after the update, and all wireless settings restored to the customer's settings. To access the Wireless network settings on the MMI (Figure 1), press *TEL >> Settings >> Wireless network connection >> Wireless network settings*. Record all settings so they can be re-entered at the end of the update.



Figure 1. Wireless network settings.

2. Update the MMI software following the instructions in TSB 2028141, *Generic instructions for updating MMI 3G / MMI 3G+ software and navigation data*; using the appropriate update disc for this vehicle:

| | |
|------------|---|
| A6, A7, A8 | <p>8R0906961BR</p> <p>(2 discs are required for RSE equipped vehicles)</p> |
| Audi Q7 | <p>8R0906961BQ</p> |



Note:

The MMI system may remain blank for extended periods of time during the update. If the screen remains blank for over 20 minutes, please contact TAC.



Note:

Some earlier model year 2012 vehicles, or vehicles equipped with Bose® sound systems may experience certain modules that will not update properly during Step 16 of TSB 2028141. If this should occur, either choose ‘ Cancel’ (Figure 2), or ‘ Skip device’ (Figure 3), depending on the type of error. Do *not* choose ‘ Cancel update’ , as this may cause the software update to fail entirely. After the update is finished and the summary page is shown, select ‘ Retry’ at the bottom of the list if it is available to attempt to update the modules again. If ‘ Retry’ is greyed out, then the software update was successful, so select ‘ Continue” to proceed. In some cases ‘ Retry’ may have to be repeated two or three times to get all modules to update successfully.



Figure 2. A device requiring a ‘ Cancel’ selection.



Figure 3. A device requiring a ‘ Skip device’ selection.

3. Verify that the software update has been completed successfully by accessing the logging page (Figure 4). To access this screen, proceed to step 8 in TSB 2028141 and press the lower left softkey. A successful update will show the date the update was performed and the software that was installed (HN+R_US_AU_K0566_X), with 'OK' listed on the right. The 'X' may be one of several different numbers. If K0566_X does not have any rows with 'OK', the update must be retried until it is successful.



Tip: If the update must be performed two or more times due to modules not updating correctly, a screenshot of the software update log is required (Figure 5). This should be kept on-hand for warranty auditing purposes. To take a screenshot, insert an SD Card into slot 1 and press and hold the left and right arrow keys at the same time. All 4 softkeys will flash when the screenshot is taken. A screenshot should be taken of each page in the logging display.

4. Perform SVM code listed on the MMI update disc to establish a reference for this vehicle, and add the test plan to clear DTCs created from the update. If any errors are encountered while performing the SVM code, please call TAC and attach the Diagnostic log showing the error.
5. Using the recorded Wireless network settings from Step 1, reenter the values to restore the settings to the customer's selections. Inform the customer that Wi-Fi and Bluetooth® devices will need to be reconnected to the vehicle.



Figure 4. Software update log showing a successful software installation.

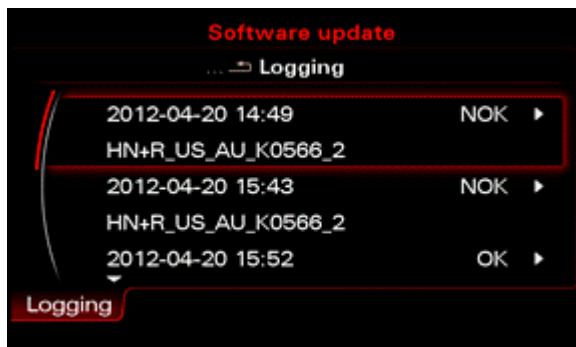


Figure 5. Software update log showing 2 failed attempts before a successful installation.

Technical Service Bulletin



Warranty

| | | | |
|--------------------------|---|--------------|-----------------------|
| Claim Type: | Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only. | | |
| Service Number: | 9196 | | |
| Damage Code: | 0039 | | |
| Labor Operations: | If necessary, Update MMI Software and perform SVM | 9196 2599 | 120 TU |
| | If necessary, Perform repeat update due to failure | 9196 2599 | 60 TU for each repeat |
| Diagnostic Time: | GFF – Checking and clearing fault codes included in existing labor operations | 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 # 2030465/4 | | |

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 |
|-------------|---|--------------|
| 8R0906961BR | MMI 3G+ Software Update (A6, A7, A8) | 2 per dealer |
| 8R0906961BQ | MMI 3G+ Software Update (A4, A5, Audi Q7) | 1 per dealer |

Technical Service Bulletin



Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2028141, *Generic instructions for updating MMI 3G / MMI 3G+ software and navigation data.*

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