

Technical Service Bulletin



PSS 91 MMI sound system "pop" and no audio

91 13 80 2032706/2 March 28, 2013. Supersedes Technical Service Bulletin Group 91 number 13-73 dated January 25, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2011-2013	All	MMI 3G(+)
allroad	2013	All	MMI 3G(+)
A5/RS5	2011-2013	All	MMI 3G(+)
A5 Cab	2011-2013	All	MMI 3G(+)
A6/S6	2011-2013	All	MMI 3G(+)
A7/S7	2012-2013	All	MMI 3G(+)
A8/S8	2011-2013	All	MMI 3G(+)
Q5	2011-2013	All	MMI 3G(+)
Q7	2011-2013	All	MMI 3G(+)

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Added interim solution) Revised <i>Warranty</i> (Added warranty table for interim solution) Added attachment (Customer letter)
1	1/25/2013	Original Publication

Customer complains of a "popping" noise from the radio followed by 10-15 seconds of no audio. The concern can happen in any audio source.

The following conditions must apply:

- Vehicle is equipped with MMI 3G or MMI 3G+ infotainment systems.
- Vehicle is *not* equipped with Bose or Bang & Olufsen sound systems.
- An ignition cycle is not required for audio to resume.

Technical Background

The problem originates in the HD radio code, which can create a “resetting” within the radio unit. Because the tuner is always active in the background, the problem can occur regardless of the audio source or if the HD radio is on or off. It can also occur at any point that the MMI is on, but not necessarily active. For example, the customer opens a door and the MMI starts up. Even though the system is not “on” because the ignition is not active, the tuner is running and can create the effect.

Production Solution

Improved software.

Service

Until the software is available, an interim solution that will deactivate the HD radio tuner and prevent the sound dropout and noise is available to customers. **The customer will not be able to listen to HD radio broadcasts.** Normal AM/FM radio will function properly and no other systems are affected.

1. Ask the customer if they would like to proceed with the interim solution.
 - If the customer accepts the interim solution, proceed to Section A.
 - If the customer declines the interim solution, proceed to Section B.

Section A: Disable HD Radio

1. Using ODIS in the Control module list, right-click on 56 – *Radio*, and select *Control module OBD* (Figure 1).

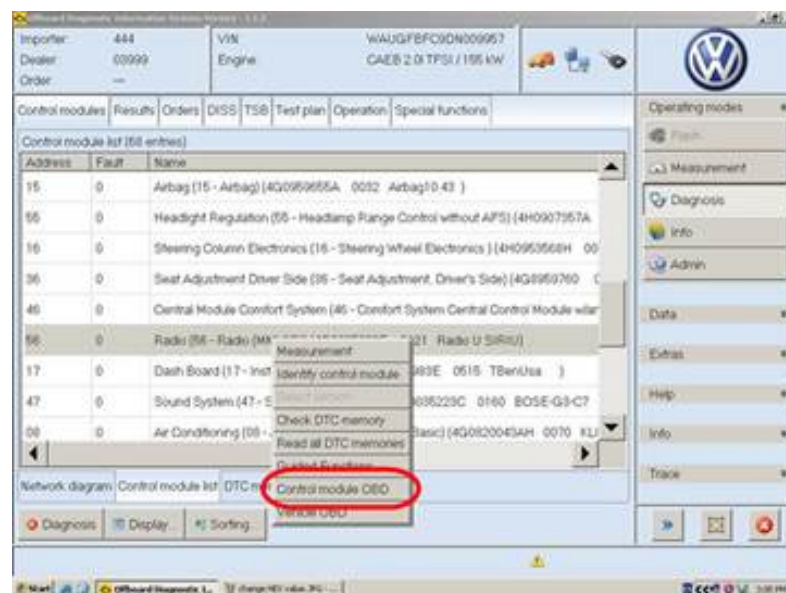


Figure 1. Radio self-diagnosis.

2. Select Code (Figure 2).



Tip: This option will not be available until ODIS has completed loading all tasks.



Figure 2. Code radio option.

3. Change the coding in byte 2 from HEX 07 to HEX 05. Apply changes (Figure 3).



Figure 3. Changed radio coding.

4. Once coding has been changed, perform a 3-finger reset on the MMI system. When the coding is successful, the HD radio options will no longer show in the Band settings on the MMI.



Tip: Do **not** perform a spec/actual comparison at any time. This will reset the value and the procedure will have to be repeated. If a spec/actual is performed, perform Section A of this bulletin again to re-disable HD radio.

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5. Provide the customer with the attachment explaining the change. Proceed to Section B to record the PSS entry.

Section B: Record PSS Entry

1. Explain to the customer that a solution is forthcoming and that a final repair is not available. Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application via the hyperlink in Accessaudi.com (Figure 4) or Technical Assistance page in Elsa (Figure 5).

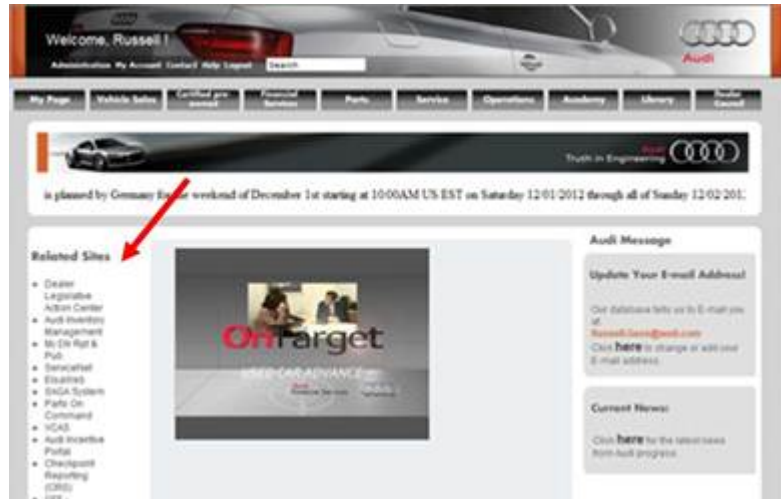


Figure 4. Related Sites section on Accessaudi.com landing page



Figure 5. Technical Assistance page

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9130		
Damage Code:	0039		
Labor Operations:	Code radio (if necessary)	9130 2599	20 TU
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 #2032706/2		

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.

Additional Information

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.

Due to concerns you are experiencing related to your Audi's sound system, at your request we have temporarily disabled the HD radio functionality in your vehicle.

The issue you are experiencing is due to a software bug within the HD radio system, which causes the loss of audio and/or "popping" that you hear. By temporarily disabling the HD radio functionality, the software bug is not active and cannot affect the performance of your sound system.

How does HD radio affect the whole MMI system?

The HD radio system in the MMI is active all of the time. It is scanning for local stations to always provide you with the most up-to-date station list available. Since this is occurring in the background even when you are not listening to AM/FM, the software bug can occur at any time. The bug causes the MMI system to partially reset, which causes the loss of audio and/or a "pop".

How will disabling the HD radio affect the MMI system?

The MMI system will work exactly as it did before with the exception of HD radio, which has been disabled temporarily until the final software solution is available. No HD Radio options or stations will be available.

Regular AM/FM/Sirius radio will work normally, and the normal AM/FM system will provide the updated station list. All other media sources, Navigation, and Telephone are unaffected.

When will the final software solution be available?

Audi has identified the cause of the software bug and is working to develop a software fix, then to verify the correction. The final software solution will be made available as soon as possible. Due to the complexity of the MMI system, extensive testing must be performed to make sure the correction does not adversely affect other functions.

Once the final solution is available and installed in your vehicle, HD radio functionality will be restored.

We sincerely apologize for the issue you are experiencing with your Audi, but we appreciate your willingness to work with us as we develop a positive solution. You will be contacted as soon as the final software is available.