

# Technical Service Bulletin



## 91 MMI 3G+ Sound system "popping" and various other technical Issues (K0715 Update)

91 13 98 2030465/5 August 5, 2013. Supersedes Technical Service Bulletin Group 91 number 12-65 dated October 25, 2012 for reasons listed below.

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


## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Condition</i> (Modified issues for new service software) Revised <i>Service</i> (Modified MMI version numbers in procedure, Modified part numbers)
4	10/25/2012	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

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Customer may report one of the following concerns:

Group	Complaint
A/B	Sound system “pops” and loses audio for a few seconds (for vehicles with base sound system) -or- Sound system loses audio for a few seconds and returns on its own (for vehicle with Bose or Bang & Olufsen sound system)  <b>Tip:</b> If the sound does not return on its own, or is accompanied by relevant DTCs in the vehicle, another issue may be present. Please verify the root cause before proceeding with this bulletin.
A	MMI system randomly freezes and/or resets.
A	DVD Changer playback inoperative after bus sleep (A8 only).
A	HD Radio does not playback in stereo.
A	HD Radio experiences poor blending between digital and analog signals.
A	Google Earth does not properly update the maps after leaving an area of 2G or poor cellular reception.
A	The lower MMI display flickers when an iPod is connected and the <i>Function</i> or <i>Settings</i> menu is selected and the vehicle is stationary.
A	Bluetooth® will not automatically reconnect to certain iPhone models after vehicle sleep.
A	Surround settings are lost after ignition cycle (vehicles equipped with BOSE® sound systems only).
B	Google Earth does not load in 2G roaming areas.

- Group 'A' complaints: Valid for vehicles with MMI software below version **566**.
- Group 'B' complaints: Valid for vehicles with MMI software at or above version **566**.



**Tip:** The MMI software version can be found under *Menu >> Setup MMI >> Version Information* (Figure 1).



Figure 1. MMI software version (566).



**Tip:** Only apply this bulletin to vehicles if the customer complaint is in the correct group. Applying the update to vehicles outside of the appropriate group can cause repeat repairs and the warranty claim may be denied.

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## 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. In many cases, HD radio may have been disabled as a temporary solution to the “popping” concern. The HD radio option must be verified and if necessary, reactivated as part of this procedure.

1. Verify the HD radio is enabled in the MMI by navigating to *Radio >> Settings*.
  - If the HD radio options are present in the MMI menu, proceed directly to Step 6.
  - If the HD radio options are not present in the MMI menu, continue with Step 2.
2. Using ODIS in the Control module list, right-click on 56 – *Radio*, and select *Control Module OBD* (Figure 2).

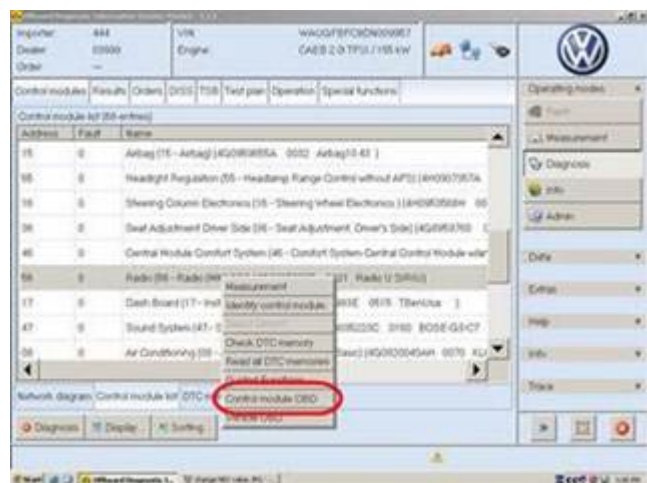


Figure 2. Radio self-diagnosis.

3. Select *Code* (Figure 3).



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



Figure 3. Code radio option.

4. Verify the coding in byte 2 is HEX 07.

- If it is not HEX 07, change the coding to HEX 07. Apply changes (Figure 4).



Figure 4. Changed radio coding.

5. If the coding had to be changed, perform a 3-finger reset on the MMI system. When the coding is successful, the HD radio options will now show in the Band settings on the MMI.



**Note:**

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

6. 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 5), 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 5.** Wireless network settings.

7. 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	<b>8R0906961CL</b> (2 discs are required for A8 RSE equipped vehicles)
Audi A4, A5, Q5, Q7	<b>8R0906961CM</b>



**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 6), or 'Skip device' (Figure 7), 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. 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 6.** A device requiring a 'Cancel' selection.



Figure 7. A device requiring a 'Skip device' selection.

- Verify that the software update has been completed successfully by accessing the logging page (Figure 8). 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\_K0715\_X), with 'OK' listed on the right. The 'X' may be one of several different numbers. If K0715\_X does not have any rows with 'OK', the update must be retried until it is successful.



Figure 8. Software update log showing a successful software installation.



**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 9). This should be kept on-hand for warranty auditing purposes. To take a screenshot, insert an SD Card into slot 1. For A6/A7/A8/Q7, press and hold the left and right arrow keys at the same time. For A4/A5/Q5, press and hold the bottom two softkeys 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.



Figure 9. Software update log showing 2 failed attempts before a successful installation.

- 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.

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- Using the recorded Wireless network settings from Step 6, 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.

## Warranty

<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	9196		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	If necessary, Code HD radio	9130 2599	20 TU
	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
<b>Diagnostic Time:</b>	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)		
<b>Claim Comment:</b>	As per TSB # 2030465/5		

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
8R0906961CL	MMI 3G+ Software Update (A6, A7, A8)	2 per dealer
8R0906961CM	MMI 3G+ Software Update (A4, A5, Audi Q5, Audi Q7)	1 per dealer

## 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 (2030465) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.