

Technical Service Bulletin



91 MMI 3G various technical issues (K0133 update)

91 13 97 2034926/1 August 5, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2010	All	MMI 3G
A5 / A5 Cab	2010		
A6	2010		
Q5	2009 - 2010		
Q7	2010		

Condition

Customer may report one of the following concerns:

- MMI system is sporadically inoperative or freezes.
- No audio from all audio sources (for vehicles with base sound system)
-or-
No audio from AM, FM, and satellite radio (for vehicles with Bose or Bang & Olufsen sound system)



Tip: This TSB does not apply to vehicles with a separate amplifier and the complaint “no audio from all audio sources”

- Bluetooth is inoperative or loses connection.
- Bluetooth phone does not download contacts and/or call stacks.
- Satellite radio band is not available in band selection screen.
- Satellite radio presets sporadically disappear.
- When starting the 3G MMI system, the start screen does not appear and only the time is shown.



Note:

This bulletin only applies to vehicles with Navigation Plus (PR Number 8DY). The applicable vehicles can be clearly identified by the controller located in the center console.

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 how to proceed is unclear at any time, contact TAC.

1. 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:

All Vehicles	8R0906961CP
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Note:

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

2. Verify that the software update has been completed successfully by accessing the logging page (Figure 1). To access this screen, proceed to step 8 in TSB 2028141 and press the lower left softkey.

After a successful update, the screen will show the date on which the update was performed and the software that was installed (HN+R_US_AU_K0133_X_XX — The X characters will be one of several different numbers or letters). 'Ok' will be listed on the right. If K0133 does not have any rows with 'Ok', the update must be retried until it is successful.



Figure 1. Software update log showing a successful software installation.



Tip: If the update must be performed two or more times because the modules are not updating correctly, a screenshot of the software update log is required (Figure 2). 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.

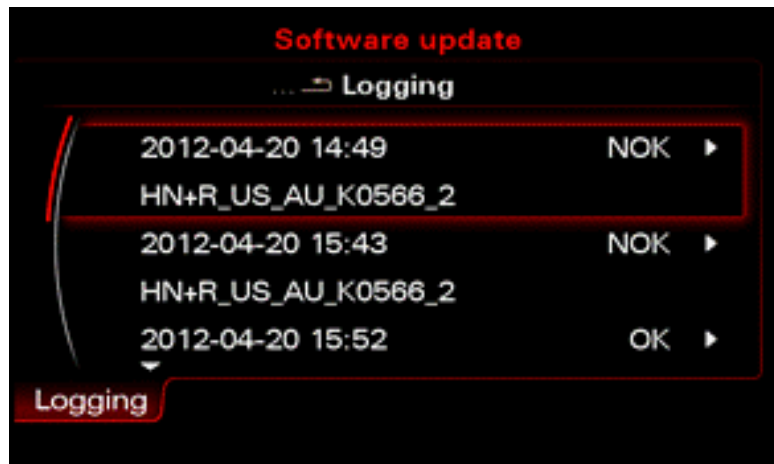


Figure 2. Software update log showing 2 failed attempts before a successful installation (MMI 3G+ screen shown for reference).

3. 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.

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	50 TU
	If necessary, perform repeat update due to failure	9196 2599	20 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 # 2034926/1		

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
8R0906961CP	MMI 3G Software Update	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 (2034926) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.