Technical Service Bulletin

Audi

91 MMI 3G Sound system "popping" and/or other audio issues (K0133 Update)

91 13 10 2034923/3 October 16, 2013. Supersedes Technical Service Bulletin Group 91 number 13-06 dated September 12, 2013 for reasons listed below.

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

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised title for clarification
2	9/12/2013	Revised *Service* (Added note)
1	8/5/2013	Initial publication

Customer reports one of the following concerns:

- 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 vehicles with Bose or Bang & Olufsen sound system).

  Tip: If the sound does not return on its own, or is accompanied by relevant DTCs in the vehicle, another issue may be present. Verify the root cause before proceeding with this bulletin.

- HD radio does not output in Stereo.

Note:

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

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Technical Background

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

Production Solution

Improved software.

Service

⚠ **Note:**

Ensure the 91H3 campaign is completed on the vehicle prior to proceeding with this bulletin. Failure to do so will prevent the 91H3 campaign from completing successfully in the future.

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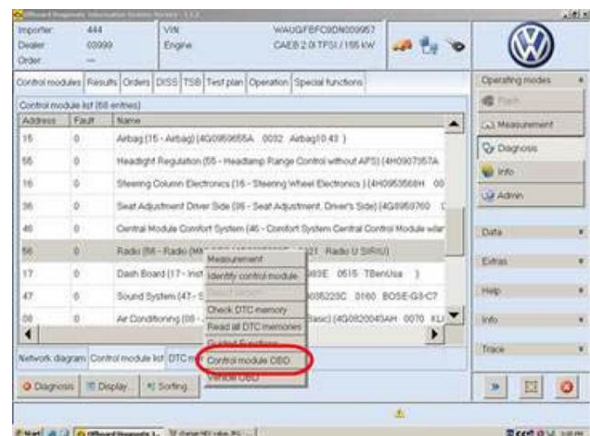

Figure 1. *Radio self-diagnosis.*

3. Select *Code* (Figure 2).

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

Figure 2. Code radio option.

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

   - If it is not HEX 07, change the coding to HEX07. Apply changes (Figure 3).

Figure 3. Changed radio coding.

5. If the coding has 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 at any time it is unclear how to proceed, please contact TAC.

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

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 more than 20 minutes, contact TAC.

7. 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.

   After a successful update, the screen will show the date on which the update was performed and the software that was installed (HNav_US_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 4. Software update log showing a successful software installation.

ℹ️ **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 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.
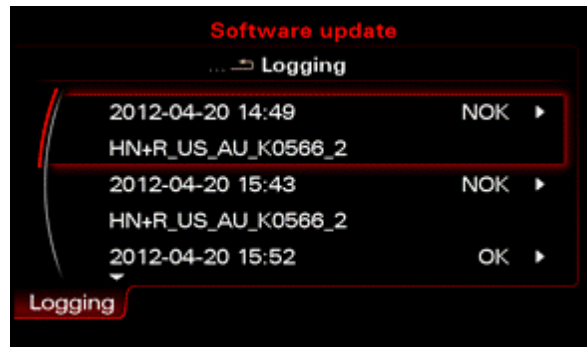

Figure 5. Software update log showing 2 failed attempts before a successful installation (MMI 3G+ screenshot used as reference).

8. Perform the 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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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, code HD radio	9130 2599	20 TU
	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 # 2034923/3

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 Update disc	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 (2034923) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.