

91 MMI screen display carrier movement noise or shudder

91 14 47 2028446/7 June 26, 2014. Supersedes Technical Service Bulletin Group 91 number 14-45 dated June 20, 2014 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|----------|------|-----------------|----------------------------|
| A6, A7 | 2012 | 000001 - 078292 | Not Applicable |

Condition

| REVISION HISTORY | | | | |
|------------------|-----------|--|--|--|
| Revision | Date | Purpose | | |
| 7 | - | Revised header data (Added VIN break) | | |
| 6 | 6/20/2014 | Revised title | | |
| | | Revised Service (Clarified instructions for ODIS) | | |
| 5 | 9/12/2013 | Revised Service (Added 91H3 note) | | |
| 4 | 8/15/2013 | Revised Service (Changed software update information to Zug 715) | | |
| 3 | 8/2/2012 | Revised Service (Added information related to wireless network settings/Bluetooth) | | |
| 2 | 7/26/2012 | Revised Service (Added final service solution. Modified all associated sections.) | | |
| 1 | 1/18/2012 | Original publication | | |

MMI screen carrier shudders, shakes, and/or is noisy during operation.



This bulletin only applies to vehicles with Navigation Plus (PR Number 8DY). For vehicles with Radio Plus, please follow standard diagnosis steps. The applicable vehicles can be clearly identified by the MMI touch interface pad on the control panel.

Technical Background

Incorrect tolerances with the carrier slide mechanism can disrupt the travel of the screen.

Production Solution

Improved carrier slide mechanism and new software.

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Service

A replacement of the screen carrier, potentially followed by an MMI software update, is required to resolve the condition.



Review this entire bulletin before proceeding to avoid damage to the MMI components. If how to proceed is unclear at any time, contact TAC.

- 1. Replace the MMI display carrier with part number 4G8857346E according to Elsa Repair Manual instructions.
- 2. Using GFF, determine the software level of the E380 controller. This information can be accessed through *On Board Diagnostic (OBD) >> 5F- Information Electronics 1 >> Identification* (Figure 1).

Tip: Be sure you are viewing the software level of the E380 controller and not the software level of the 5F module.

- If the E380 software level is *below* 0204, continue with this bulletin.
- If the E380 software level is 0204 or above, no update is required and the rest of this bulletin does not apply.

| 5F - Information Control I | Unit 1 (KWP2000 | / TP20 / 4G00357468 / 0549 / H49) | Adaptation | 1.5 |
|----------------------------|--------------------|--|------------|---------|
| System identification | Part number | 2 | Software | version |
| E380 BDT C7 | 4G19196100 | 2 | 0204 | |
| CD-Database | 8800609610 |) | | |
| Athibute | | Value | | _ |
| Subsystem number (s | subsystems class | 46 | | |
| Part number (subsyst | tems class 1 and 2 | 4G1919610C | | |
| System ID (subsyster | ms class 1 and 2) | E380 BDT C7 | | |
| Code (subsystems cla | ass 1 and 2) | Function not available (SID:\$22 NRC:\$31) | | |
| Column contine (red | contone does 1. | 0004 | | _ |
| Filter: | | | | - |
| 5F - 10 | | | | |
| | | | | 3 |

Figure 1. Location of E380 software version.

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3. Record all settings so they can be re-entered at the end of the procedure. As part of the update, wireless settings and paired devices will be deleted. All devices will need to be bonded again after the update, and all wireless settings restored to the customer's settings. To access the Wireless Network Settings on the MMI (Figure 2), press *TEL* >> Settings >> Wireless network connection >> Wireless network settings.

| 🔿 End | d call G | arminfone | | Dial 📞 |
|-------|------------------------|----------------|--------|----------|
| Netw | ork connection 土 | Wireless netwo | ork se | ettings |
| / | Access point Audi40702 | | | 0000000 |
| | Encryption typ | ре | • | WPA2 |
| | Password | 12345678 | | |
| | MMI system v | visible | - | On |
| | Apply settings | | | |
| L | | T-Mobile | | Settings |
| TMC | | hn ≪ | Googk | 3G 🏭: |

Figure 2. Wireless network settings.

4. Update the MMI software using update disc **8R0906961CL**, following the instructions in TSB 2028141, *Generic instructions for updating MMI 3G / MMI 3G+ software and navigation data.*



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Certain modules in some earlier model year 2012 vehicles or in vehicles equipped with Bose sound systems may not update properly during Step 16 of TSB 2028141. If this occurs, choose either 'Cancel' (Figure 3), or 'Skip device' (Figure 4), 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 need to be repeated two or three times to get all modules to update successfully.



Figure 3. A device requiring a 'Cancel' selection.

| Software update |
|----------------------|
| Device reports error |
| Telit:0 |
| Error code 133 |
| Retry |
| Skip device |
| Update |

Figure 4. A device requiring a 'Skip device' selection.

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5. Verify that the software update has been completed successfully by accessing the logging page (Figure 5). To access this screen, proceed to step 8 in TSB 2028141 and press the lower left softkey. A successful update will show the date that 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.

| | Software update Logging | | |
|-------------|----------------------------|----|---|
| / | 2013-07-24 12:18 | OK | Þ |
| | HN+R_US_AU_K0715_2 | | |
| | 2013-02-22 23:31 | OK | Þ |
| | User: Handbuch | | |
| \setminus | | | |
| Logg | ing | | |

Figure 5. 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 6). 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 four softkeys will flash when the screenshot is taken. A screenshot should be taken of each page in the logging display.

| | Software update Logging | | |
|-------|----------------------------|-----|----|
| //- | 2012-04-20 14:49 | NOK | ۰. |
| / | HN+R_US_AU_K0566_2 | | |
| | 2012-04-20 15:43 | NOK | • |
| | HN+R_US_AU_K0566_2 | | |
| / | 2012-04-20 15:52 | ОК | ۲ |
| Loggi | ing | | |

Figure 6. Software update log showing 2 failed attempts before a successful installation.

- 6. Perform SVM code **3GPUS715** to record an online module reference for the vehicle. The test plan to clear DTCs created from the update will be added. If any errors are encountered while the SVM code is being performed, call TAC and attach the diagnostic log showing the error.
- 7. Using the recorded wireless network settings from step 3, 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.

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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: | 9194 | | | |
| Damage Code: | 0010 | | | |
| Labor Operations: | Replace MMI screen carrier | 9194 1905 | 70 TU | |
| | 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 | 0150 0000 | 20 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 # 2028446/7 | | | |

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 |
|-------------|--------------------------------------|--------------|
| 4G8857346E | MMI Screen Carrier | 1 |
| 8R0906961CL | MMI 3G+ Software Update (A6, A7, A8) | 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 (2028446) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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