

# Technical Service Bulletin



## 91 iPod or USB unit not recognized or does not charge - MMI 3G/concert radio

91 14 67 2021037/8 October 16, 2014. Supersedes Technical Service Bulletin Group 91 number 13-85 dated May 29, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2010 - 2016	All	MMI3G/concert radio

## Condition

REVISION HISTORY		
Revision	Date	Purpose
8	-	Revised header data (Added model years, removed models) Revised <i>Condition</i> (Added statement) Revised <i>Warranty</i> (Modified labor operations)
7	5/29/2013	Revised header data (Added model years, models)
6	6/5/2012	Revised header data (Added model years, models)
5	11/23/2011	Revised header data (New model year)
4	1/12/2011	Revised header data (New model year)
3	5/6/2010	Revised header data (Controlling TSB display in ElsaWeb)
2	8/4/2009	Revised header data
1	7/6/2009	Original publication

- The iPod or the USB memory stick is not recognized or the iPod is not charged when either unit is connected to the Audi music interface (AMI).
- The vehicle has one of the following:
  - MMI3G or a Symphony/Concert CAN radio system with separate AMI control unit in the glove box or armrest.
  - MMI3G+ with integrated AMI in the MMI main unit.

## Technical Background

The condition may be caused by one of the following:

- The iPod and adapter cable are connected in the wrong order.
- The adapter cable cannot be connected to the port because the port is not correctly seated in the glove box housing.

The wiring harness for AMI between the MMI control unit and the port connection for the adapter cable is damaged.

## Production Solution

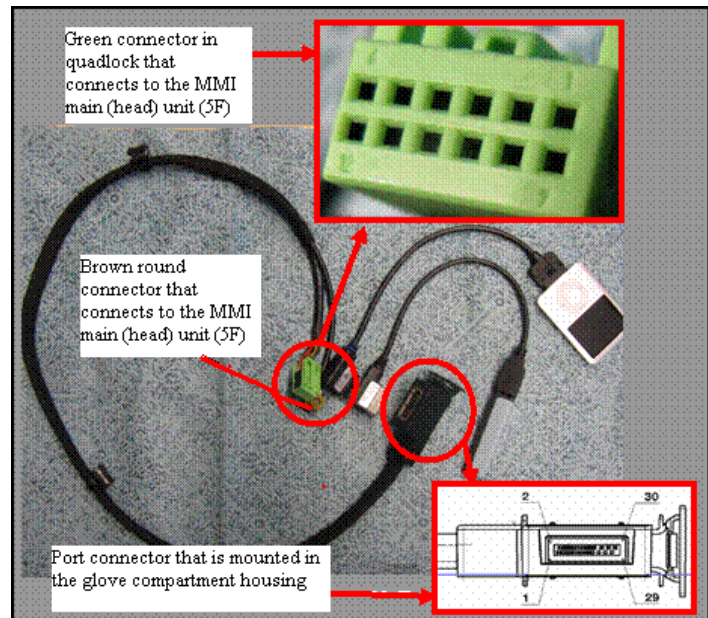
Not applicable.

## Service

1. Disconnect the iPod and adapter cable:
  - a. Connect the adapter cable to the port connection in the glove box housing. Adapter cable should click into place. If not, go to Step 2.
  - b. Connect the iPod to the adapter cable.
  - c. If the iPod is recognized, explain the connection procedure to the customer.
  - d. The connection process does not apply to the USB memory stick.
2. Reinstall the port connector in the glove compartment housing:
  - a. Connect the adapter cable to the port connection.
  - b. Connect the iPod or USB memory stick.
3. Retest with a known good USB memory stick, iPod, and adapter cable.

4. If the complaint is not resolved with steps 1 – 3, check the AMI wiring harness for continuity and shorts. Replace the harness for MMI3G+ (Figure 1) if necessary.

The original wiring harness may remain in the vehicle, but it must be protected from rattling against other components.



**Figure 1.** MMI3G+ AMI wire harness, iPod and adapter cable, USB memory stick and adapter cable.

## AMI harness pin locations for MMI3G+:

Harness pin locations that connect to MMI main unit (MMI3G+ only)	Signal	30 PIN Adapter Harness Pin location (connects to iPod cable)
11 Green in Quad lock	iPod Rx	13
12 Green in Quad lock	iPod Tx	14
2 Brown round	iPod Detect	16
1 Brown round	USB Data	17
3 Brown round	USB Data	18
6 Green in Quad lock	iPod Detect	21
4 Brown round	Cable ID	22
4 Green in Quad lock	USB Ground	25
3 Green in Quad lock	USB Power	28

# Technical Service Bulletin



AMI harness pin locations for Symphony/Concert CAN radio (Figure 2):

Harness pin locations that connect to CAN radio	Signal	AMI interface control unit
11 Green in Quad lock	iPod Rx	13
	iPod Tx	14
	iPod Detect	16
	USB Data	17
	USB Data	18
	iPod Detect	21
	Cable ID	22
	USB Ground	25
	USB Power	28

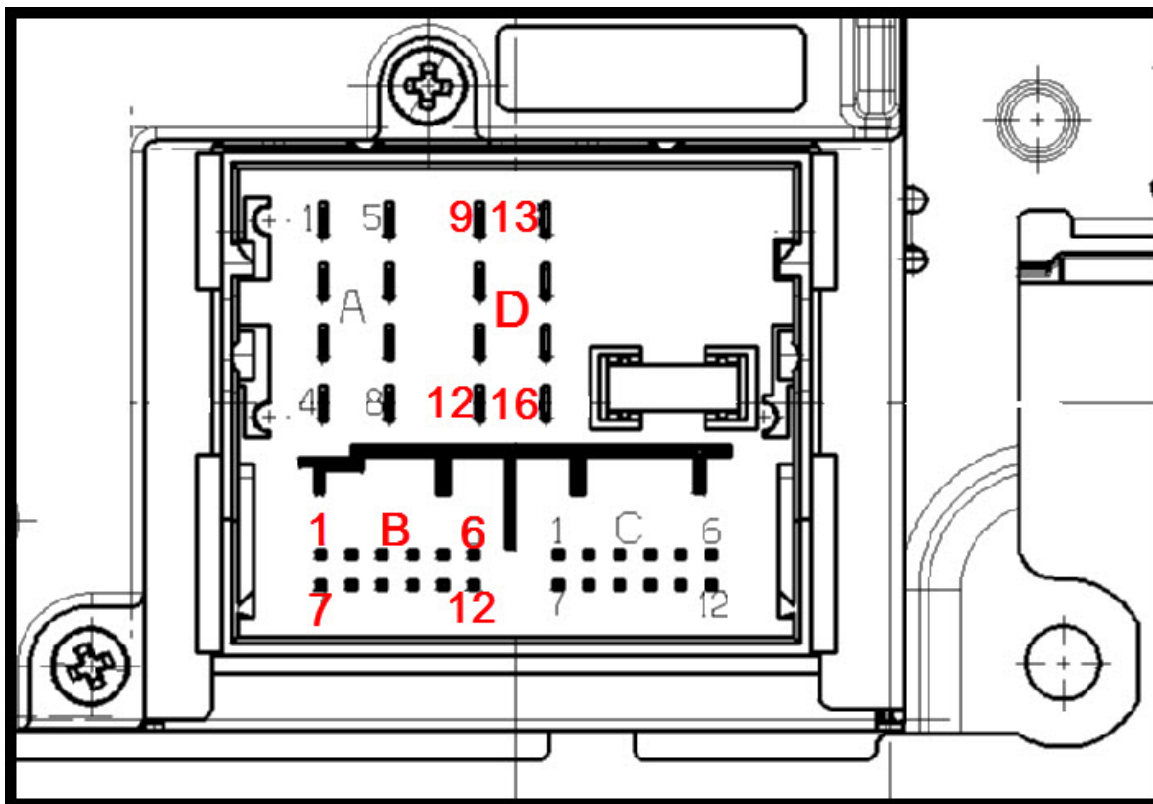


Figure 2. CAN Radio Quad-lock connector diagram with sections "B" and "D".

# Technical Service Bulletin



## 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>	9109		
<b>Damage Code:</b>	0040		
<b>Labor Operations:</b>	Check connections of adapter cable to port and device.	9109 9999	40 TU
	Re-secure port connection to glove box housing, if necessary. (See Elsa for appropriate labor operations times for specific vehicle.)	9109 5599	See Elsa (Max 150 TU)
	<b>When replacement of AMI harness is required:</b>		
	Check AMI wiring harness, if applicable.	9109 9999	50 TU
	Replace AMI wiring harness, if applicable. (See Elsa for appropriate labor operations times for specific vehicle.)	9109 5599	See Elsa (Max 250 TU)
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on diagnostic protocol (Max 50 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 # 2021037/8		

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
See ETKA	AMI wiring harness	1 (as needed)

# Technical Service Bulletin

---



## Additional Information

All parts and service references provided in this TSB (2021037) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.