Technical Service Bulletin

91 MMI tutorial videos cannot be played or stop playing

91 15 99 2040393/2 June 30, 2015. Supersedes Technical Service Bulletin Group 96 number 15-95 dated April 14, 2015 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2016	All	MMI navigation

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
2	-	Revised attachments (Added PDF)
		Revised *Service* (Completely revised)
		Revised *Warranty* (Added table)
		Revised *Required Parts and Tools* (Added table)
1	4/14/2015	Initial publication

- The tutorial videos in the MMI do not play or stop playing after some time (Figure 1). The condition may only occur with certain videos.

- Turning the ignition off and back on may correct the condition.

Figure 1. *Unplayable tutorial video.*

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Technical Background

Two of the tutorial videos for the 2016 A6 and A7 are not correct. When the user attempts to play these videos a cascading effect can occur, causing all other videos to cease playing after some time.

The incorrect video files are "Radio / Tuner" and "Media & Jukebox Functions" (Figure 2).

Figure 2. *Incorrect video files.*

Production Solution

Not applicable.

Service

- An updated video tutorial DVD was sent to Audi dealers in June 2015. The updated version number is 162.565.4G0.23.
  Discard the existing DVDs for model year 2016 A6/S6 and A7/S7/RS 7 with version number 161.565.4G0.23.

- If the disc was not received, or if it was lost or damaged, the videos can be downloaded or a replacement DVD can be ordered.
  To download the videos:
  The videos and installation instructions are available on the Audi intellect site at http://audi-intellect.com/resources.php (Figure 3). An SD Card (1GB or larger) or USB drive (1GB or larger) is needed.
  To order a replacement DVD by mail:
  Send an email to audidvdreorder@audi.com. Include the dealer contact name, dealer number, address and quantity required.

- A warranty claim can only be submitted if the update is being performed due to a customer complaint that occurred after the initial PDI was completed.

Figure 3. *QR Code for Audi intellect website (http://audi-intellect.com/resources.php).*

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Warranty

Claim Type:	1SP		
Service Number:	9195		
Damage Code:	0039		
Labor Operations:	Install video tutorials	9195 9999	50 TU
Diagnostic Time:	GFF	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 #2040393/2		

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

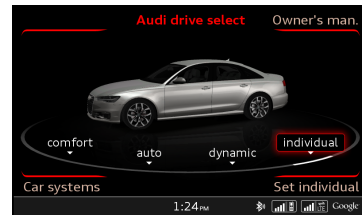| Part Number	Part Description	Quantity
162.565.4G0.23 (Cannot be ordered via the parts system; use instructions in *Service* section to order)	MY16 A6/A7 video tutorial DVD	1
Not applicable	SD Card (1GB or larger) or USB drive (1GB or larger)	1

Additional Information

All parts and service references provided in this TSB (2019804) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

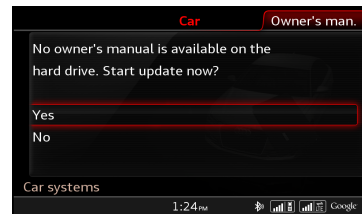# Instructions for Installing Audi MY2016 A6 | S6 & A7 | S7 | RS 7
InCar Technology Tutorials
Ver.2 - 162.565.4G0.23

1. Ignition should be in accessory mode.

2. Insert SD Card or Thumb Drive into proper location.
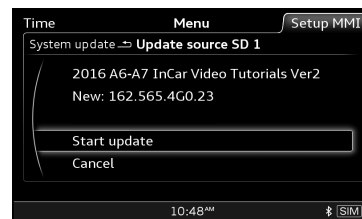
3. Press the **CAR** function button.

4. Select **Owner's man.** Using the upper right control button.

5. When Prompt appears, Select **Yes** for the installation to begin.

6. Select SD or USB as the source.

7. Verify that the version number is correct and select Start Update.

   2016 A6-A7 In-Car Video Tutorials Ver2
   Version Number: **162.565.4G0.23**

   Note: This installation DVD can only be used on MY16 A6 | S6 A7 | S7| RS 7 vehicles with MMI Navigation plus

8. Other MMI Menus or Functions can be accessed during the installation process.

   The progress of the installation can be seen with the progress bar on the lower left side of the display.

   The progress can also be viewed by selecting **System Update** in the Setup MMI menu.

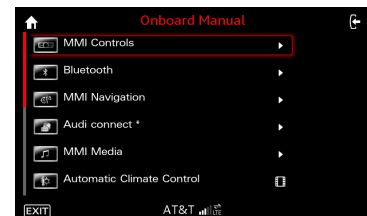9. When the installation is complete select **OK** to exit.

10. REMOVE the SD Card or Thumb Drive from the drive and store for next use.

11. Test a video from the Onboard Manual to ensure the system is functioning properly.
    a. Press the **CAR** Function button.
    b. Select Owner's man.
    c. Select **Continue** after the disclaimer

12. Choose a video from the Onboard Manual menu or from a submenu to play.

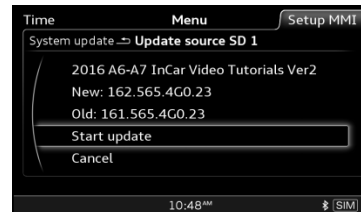13. To exit, Press the **BACK** or any other **Function** Button.

Instructions for Replacing Existing Installation of
Audi MY2016 A6 | S6 & A7 | S7 | RS 7
InCar Technology Tutorials
Ver.2 - 162.565.4G0.23

1. Ignition should be in accessory mode.

2. Insert SD Card or Thumb Drive into proper location.

3. Press the **MENU** function button.

4. Select **Setup MMI** control button.

5. Choose **System Update**.

6. Select the location of the upgrade **SD** or **USB**.

7. A prompt will appear asking to overwrite the existing version with the newer version.

   New Version number **162.565.4G0.23**
   Old Version number **161.565.4G0.23**

8. Select Start Update for installation to begin.

   Note: This installation DVD can only be used on
   MY16 A6 | S6 A7 | S7| RS 7 vehicles with MMI
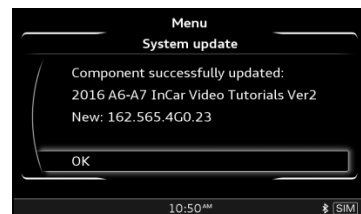   Navigation plus.

9. Other MMI Menus or Functions can be accessed during the installation process.

   The progress of the installation can be seen with
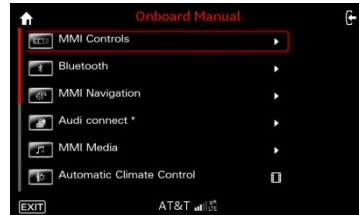   the progress bar on the lower left side of the display.

   The progress can also be viewed by selecting **System Update** in the Setup MMI menu.

10. When the installation is complete select **OK** to exit.

11. REMOVE the SD card or Thumb Drive from the Drive and store for next use.

12. Test a video from the Onboard Manual to ensure the system is functioning properly.
    a. Press the **CAR** Function button.
    b. Select **Owner's man**.
    c. Select **Continue** after the disclaimer

13. Choose a video from the Onboard Manual menu or from a submenu to play.

14. To exit, Press the **BACK** or any other **Function** button.