

Technical Service Bulletin



91 Audi music interface (AMI): iPod-related complaints

91 15 18 2016513/5 October 8, 2015. Supersedes Technical Service Bulletin Group 91 number 10-59 dated September 15, 2010 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009	All	Audi music interface (AMI)
A5	2008	All	Audi music interface (AMI)
A5	2009	000001 - 027000	Audi music interface (AMI)
A6	2008	All	Audi music interface (AMI)
A8	2008	All	Audi music interface (AMI)
A8	2009	000001 - 005700	Audi music interface (AMI)
Q7	2008	All	Audi music interface (AMI)
Q7	2009	000001 - 005700	Audi music interface (AMI)

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Service</i> (Updated location for download file) Revised <i>Required Parts and Tools</i> (Updated part numbers) Revised entire bulletin for clarity
4	9/15/2010	Revised <i>Condition</i> (Clarified vehicle equipment affected)
3	3/26/2009	Revised header data (models and model years) Revised <i>Service</i> (Procedure for AMI update with SW0170) Revised <i>Warranty</i>

In vehicles equipped with 2G MMI, the following conditions may occur when an iPod is connected to the Audi music interface (AMI):

- In Mix (shuffle) mode, very long response times and subsequent malfunctions occur when the next track is being selected. Long response times also occur when the "Return" hard key is pressed.
- In Mix (shuffle) mode, the previous track is not played when the "Previous" button is selected in the CD control menu. A different track plays instead.
- In Mix (shuffle) mode, when the first track of the playlist was selected via the "Previous" button in the CD control menu (rather than with the rotary push button), the track list shown in the MMI does not match the track list shown in the driver information panel (synchronization issue).

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- In Mix (shuffle) mode, the current track is not highlighted in white letters in the MMI display.
- If the current track is selected again via the rotary push button, the audio briefly drops out.
- The current track is not color-highlighted in the MMI display.
- Audiobook tracks continuously fast-forward if “Fast Forward” was selected in the first few seconds after the track started playing.
- The message “Device is being initialized. Please wait...” is displayed when a second generation iPod Nano is installed.
- iPod locks up but is operable again after the iPod is reset.
- iPod performs a reset and restarts on its own.
- iPod is not detected when it is plugged into the AMI.
- The message “Device or cable type not supported” appears in the MMI display.

Technical Background

An automatic iPod upgrade through iTunes contained inoperative driver software. The customer may not realize that the iPod was updated and may complain that the AMI software is causing the issues. Because downgrading the updated iPod software is usually not possible, the AMI driver software (firmware) must be updated.



Tip: The firmware update of AMI is not a ZUG update. Unlike ZUG updates, which are performed with an update CD in the CD changer, this firmware update is performed with a USB device connected directly to AMI.

Production Solution

New AMI firmware installed in production.

Service

For cases in which the iPod is not detected when it is plugged into the AMI or when the message “Device or cable type not supported” appears in the MMI display:

1. Confirm that the following conditions are present:
 - An old iPod adapter cable with black grommet (part number 4F0051510A, 4F0051510E, or 4F0051510L) is being used. Part number 4F0051510L superseded the suffix “A” and “E” parts, but it is okay to use the old stock of 4F0051510A or 4F0051510E. There are no technical differences between the cables.
 - The vehicle has AMI CAN with Concert Radio (8UQ) or Symphony Radio (8YN), or it has 3G MMI (AMI embedded in main unit).
2. Switch to the new iPod adapter cable (part number 4F0051510K or 4F0051510AG). Part number 4F0051510K was superseded to part number 4F0051510AG but it is okay to use old stock of 4F0051510K. There are no technical differences between the cables.

For all other cases:

1. Confirm that the following conditions are present:
 - An iPod adapter cable with blue grommet is being used.
 - The vehicle has AMI MOST (MMI2G with Navigation) with software 0170, 0530, or 0700.
2. **For vehicles with AMI software 0170 or 0530:**
 - Use the old iPod adapter cable (part number 4F0051510E).
 - If the old cable is no longer available, perform an MMI system software update (refer to TSB 2019334 for instructions), then perform an AMI firmware update following the instructions below.

For vehicles with AMI software 0700 or higher:

- Use the old iPod adapter cable (part number 4F0051510A, 4F0051510E, or 4F0051510L).
- If the old cable is no longer available, perform an AMI firmware update following the instructions below.

AMI firmware update instructions:

1. Before proceeding, note that the following components are needed to perform and verify the software update:
 - A blank USB stick.
 - A USB adapter cable to connect the USB stick to the AMI.
 - Access to www.accessaudi.com to download the AMI driver update to the USB stick.
 - The customer's iPod and iPod adapter cable for verification.
2. Download the AMI firmware file **AMI_update_080423.bin** to the blank USB stick.

The file is located on www.accessaudi.com at *ServiceNet>>Technician References>>Audi Music Interface (AMI) Driver* (Figure 1).

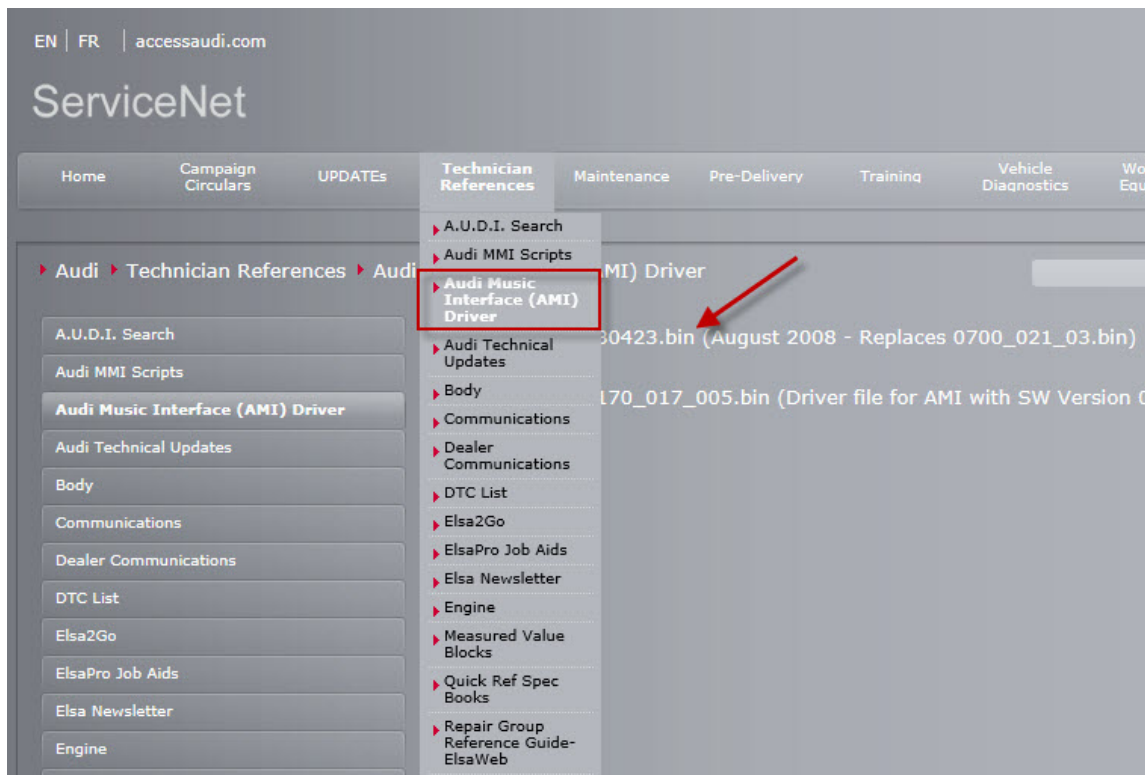


Figure 1. Location of AMI firmware file.

3. Verify sufficient charge of the vehicle battery (voltage > 12.2V). Maintain the charge, if necessary.
4. Turn the MMI system on and choose AMI as the active audio source by selecting *CD/Aux>>Source>>Audi music interface*.
5. Remove the iPod adapter cable (if necessary), and connect the USB adapter cable to the AMI. Once connected, insert the USB stick with firmware file.
6. The USB stick will automatically initialize (Figure 2) and the driver software update will begin (Figure 3). Do not remove the USB stick during the update, which lasts approximately two minutes.

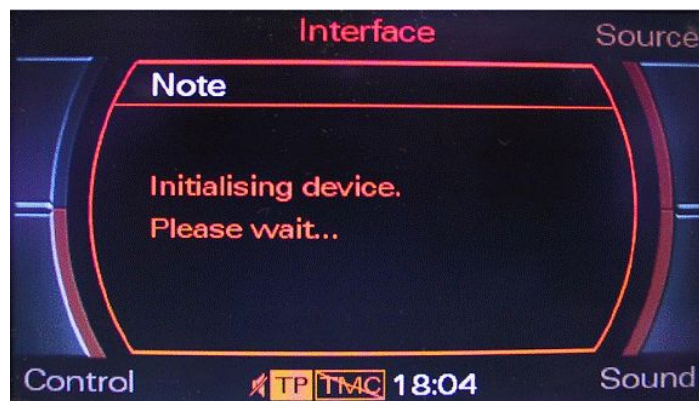


Figure 2. Initialization notice.

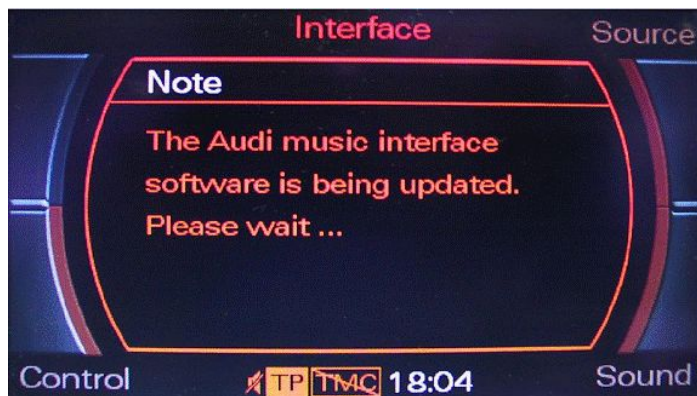


Figure 3. Software update notice.

7. When the driver software update is complete, a message appears in the MMI (Figure 4).

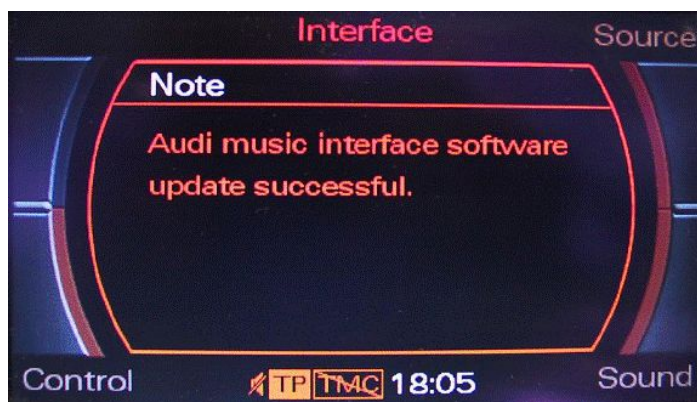


Figure 4. Successful update notice.

8. Remove the USB stick and USB adapter cable.
9. Reinstall the iPod adapter cable and the iPod to verify correct operation.

Warranty

This TSB is informational only and not applicable to any Audi warranty.

The AMI driver update is necessary because the iPod was updated with inoperative driver software. The AMI is not the root cause of the malfunction.

Replaced parts due to one of the conditions will be debited.

Required Parts and Tools

Part Number	Part Description	Quantity
4F0051510Q	AMI USB adapter cable	As needed
4F0051510L	Black grommet AMI 30-pin cable (To be used with: iPod (gen. 4), iPod Photo (gen. 5), iPod Classic (gen. 6), iPod Mini (gen. 1 and 2), iPod Nano (gen. 1 - 3), and iPod touch. Not compatible with iPod shuffle.)	As needed
4F0051510AG	Blue grommet AMI 30-pin cable (To be used with: iPod (gen. 4), iPod Photo (gen. 5) iPod Classic (gen. 6) iPod Mini (gen. 1 and 2), iPod Nano (gen. 1 - 3), iPod Touch, and iPhone (up to 4s). Not compatible with iPod shuffle.)	As needed

Additional Information

More information on the firmware update procedure can be found in the following resource:

- TSB 2019334: *91 MMI System software update (Zug update) procedure.*
- TSB 2040317: *91 Audi music interface (AMI): Connection resets intermittently for iOS device*
- TSB 2038824: *91 Audi Music Interface (AMI): iOS & Android cable compatibility overview*

All parts and service references provided in this TSB (2016513) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.