Technical Service Bulletin
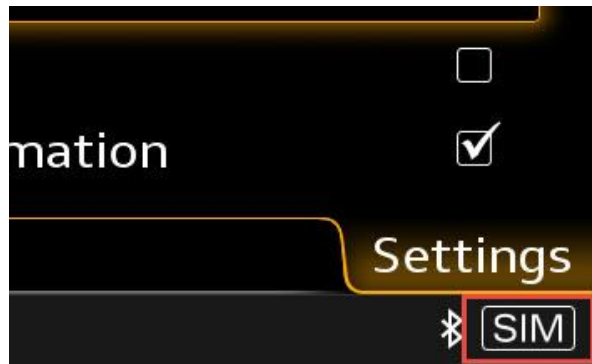
91 MIB1 Audi connect and Online Services Inoperative with SIM not recognized

91 16 97 2045723/1 December 19, 2016.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2015 - 2016	All	MIB High with Audi connect

Condition

The customer complains no online services are available via the inserted SIM card. The inserted SIM card cannot be recognized by the MMI (Figure 1).

Figure 1. *SIM not recognized*

Technical Background

The internal USB port for the phone module cannot be initialized. Therefore the phone module is not recognized in the Information electronics control module 1 (J794) (address word 005F) and any SIM inserted into the MMI cannot be utilized.

Production Solution

New telephone module and software implemented in model year 2017.

Service

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Check the SIM card slot and SIM card for damage, and verify the customer's Audi connect account is active.

- Verify the customer's Audi connect account is active and has not reached its data limit using the Audi connect subscription portal found at URL: http://www.myaudiconnect.com/. If at any time you are unsure, please contact the Audi connect Dealer Support line at 1-877-505-2834.

- Visually check the internal SIM card slot of the MMI with a flashlight to ensure it is free of debris and any outside influence (internal damage) inside the SIM card slot. Visually compare to a known working car.

Check if any of the following complaints apply:

1. The SIM card in the Information electronics control module 1 is not recognized as seen in Figure 1. If data signal bars are seen then this TSB does not apply. For this scenario the customer's data plan has either reached its limit or the Audi connect subscription account is not active.

2. Use the dealer demo AT&T LTE SIM card in the customer's car and confirm the same behavior is seen (SIM not recognized). If a different SIM card works in the customer's car, then the customer's SIM card will need to be replaced and this TSB does not apply.

3. Verify whether or not the customer's SIM card works in another vehicle that has LTE support (All MIB1 or MIB2 not including the 2017 A3/Q7/A4 with eSIM). If the customer's SIM card does not work in a different car, then the customer's SIM card will need to be replaced and this TSB does not apply.

4. If none of the SIM cards work in the customer's car, then check the measured value blocks of the Information electronics control module 1 and verify the SIM card is shown as "not available". Keyword search "SIM" to find the applicable MVB.

If it is determined the customer's SIM card and Audi connect subscription are okay, and the SIM cannot be recognized in the customer's MMI, then the telephone module must be replaced in the MMI.

Before attempting the repair, please review the video of the repair procedure: https://audi-external.kzoplatform.com/swf/player/326 (Figure 2).

Figure 2. QR Code for Supporting Video.

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Required equipment:

- VAS 6613 ESD Work Surface
- T8 inner TORX screwdriver
- Utility knife
- MIB1 Telephone module repair kit (includes telephone module and warranty seal)
- MIB1 Software Update on SD card (See required parts & tools information table below)
- SVM code listed in steps below

Time to complete update:

- Approximately 45 minutes for the telephone module swap with MMI removal & reinstall
- Approximately 1hr for the MMI software update with SVM work

⚠️ **Note:**

1. This repair will expose the internal sensitive electronic components of the MMI.

2. Ensure absolute cleanliness of the working environment.

3. All repair steps must be performed without using a high amount of force specifically when prying and pulling is involved.

4. Ensure you and the control unit are constantly connected and grounded to the ESD work-bay at all times.

5. If there isn't an ESD protective mat available, then the repair must **not** be performed.

REPAIR PROCEDURE

1. **Important:** Before removing the control unit take out all inserted media such as SD cards, CDs, and the SIM card.

2. Remove the Information electronics control module 1 from the vehicle according to the Elsa repair manual.

3. Lay out the ESD work-bay VAS 6613 in an area free of dirt and dust (Figure 3).

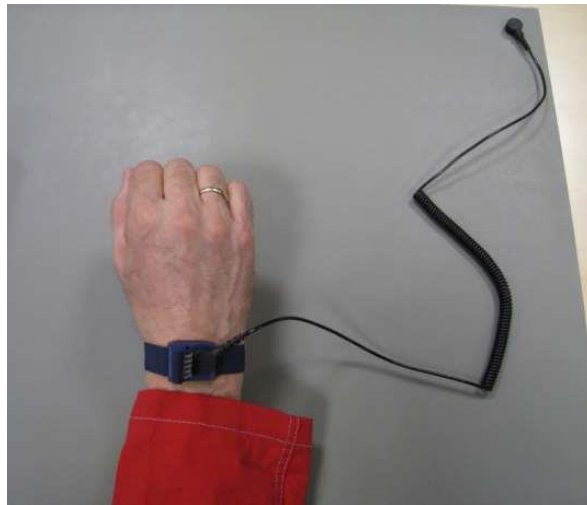***Figure 3.*** *ESD Work Surface.*

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4. Connect the plug of the ESD work-bay to the grounding outlet (Figure 4). If necessary observe the work-bay instructions provided in the VAS 6613 kit.

Figure 4. *Grounded ESD Work Surface.*

5. Attach the grounding strap (loop) of the ESD work-bay to your wrist (Figure 5).

Figure 5. *Human Ground Strap.*

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6. Place the removed Information electronics control module 1 on the ESD work-bay (Figure 6).

***Figure 6.** ESD Complete Setup.*

7. The housing must also be grounded with the alligator clip (Figure 7).

***Figure 7.** Alligator clip on MMI housing.*

8. Cut through the seal of the unit using the utility knife (Figure 8).

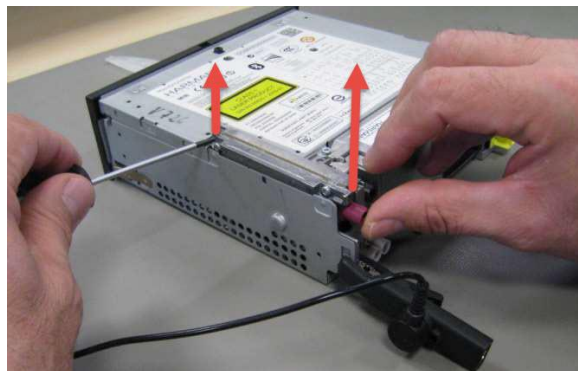***Figure 8.** Warranty Seal.*

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9. Remove the two screws holding the telephone module (arrows in Figure 9).

Figure 9. *Telephone Module Screws.*

10. Lift the phone module on the inner end in direction of the arrow and at the same time on the outer end (Figure 10).

Figure 10. *Lift up on both ends.*

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11. Completely take out the phone module towards the top (Figure 11).

Figure 11. *Remove the top out first.*

12. Place the new phone module downwards into the channel and carefully press in the contacts (Figure 12).

Figure 12. *Insert the new telephone module.*

🛈 **Note:**

The packaging of the repair kit must be used to send back the removed phone module.

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13. Slightly tighten the module with the supplied screws (arrows in Figure 13).

Figure 13. *Do not over torque screws.*

14. Stick the supplied repair sticker with the label -
    A 274 - on the Information electronics control
    module 1 (Figure 14).

Figure 14. *Apply new warranty label.*

15. Refit the Information electronics control module 1 according to the repair manual.

16. When the control module is refitted, update the infotainment system with SD card 8V0906961AA and record the new software version (SW0406) via the SVM code included on the SD card. Reference the attachment "*MIB1_Software_Update_Instructions.pdf*".

17. Always ensure you perform a successful SVM online coding, adaptation, and calibration using the SVM code provided in the update (see SVM table below).

18. When the update is completed, check whether the online function works. Proceed as follows:

    1. Insert a data-enabled AT&T LTE SIM card into the SIM card reader and start the Audi connect services.

    2. Verify the SIM card icon in the MMI changes to cellular signal bars.

    3. Verify the active data transfer arrows appear over the bars after 30-60s.

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4. Use an Audi connect feature to verify the system is working properly (Wi-Fi, or check weather).

Model	Old Software P/N	Old Software Version	New Software P/N	New Software Version	SVM Code
2015/2016 A3	8V0035024* 8V0035026* 8V0035038* 8V0035039* 8V0035047*	All	8V0035024* 8V0035026* 8V0035038* 8V0035039* 8V0035047*	0406 0406 0406 0406 0406	MIBHIGHUS2017

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	0040		
Labor Operations:	Control unit for Remove and install display and control panel	9196 1900	30 TU
	Control unit for Check display and control panel	9196 0199	10 TU
	Control unit for Repair display and control panel	9196 4199	40 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 150 TU)
	Road test prior to service procedure	No allowance	0 TU

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	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 #2045723/1		

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
8V0898407A	MIB1 Telephone Module Repair Kit	01
8V0906961AA	MIB1 Software update for Telephone module repair	Shop Tool – only need 1 per dealer
VAS6613	ESD grounding work mat	Shop Tool
Not Applicable	T8 inner TORX screwdriver	Shop Tool
Not Applicable	Utility knife	Shop Tool

Additional Information

All parts and service references provided in this TSB (2045723) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.