

# Technical Service Bulletin



## 91 RMC: MMI display missing all text

91 16 32 2043595/1 March 7, 2016.

| Model(s) | Year        | VIN Range | Vehicle-Specific Equipment |
|----------|-------------|-----------|----------------------------|
| A6, A7   | 2014 - 2016 | All       | With RMC                   |
| Q3       | 2015 - 2016 | All       | With RMC                   |

## Condition

- The customer complains that the display on the MMI screen is incomplete and text is missing (Figure 1 and Figure 2).
- Additionally, the cluster DIS text may be using an incorrect menu language.



Figure 1. MMI car menu missing text.



Figure 2. MMI main menu missing text.

## Technical Background

The RMC main unit is designed to support French, Spanish, and English languages. The control unit software has an issue that can cause the system language to default to German. Because German is not contained in the software, the condition occurs.

# Technical Service Bulletin



## Production Solution

A software change is planned.

## Service

Verify that the MMI menus can be changed by selecting the telephone, radio, or media buttons:

- **If the menus change, then a hardware replacement is not needed. The service fix is to allow SVM to configure the RMC main unit again:**
  - Using ODIS, perform the Replacement Test Plan for the 5F using Guided Functions.
  - When prompted, select the option indicating that the old or original part is not available.
  - The test plan must be successful. If any of the SVM portions fail during the process, contact TAC.
- **If the MMI freezes and does not respond when MMI menu change is attempted:**
  - Contact TAC.

## 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>  | 9196   |              |  |
| <b>Damage Code:</b>     | 0039   |              |  |
| <b>Diagnostic Time:</b> | GFF  | 0150 0000    | Time stated on diagnostic protocol (Max 80 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<br>(Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details) |              |  |
| <b>Claim Comment:</b>   | As per TSB #2043595/1  |              |  |

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.

# Technical Service Bulletin

---



## Additional Information

All parts and service references provided in this TSB (2043595) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.