

Technical Service Bulletin

91 RMC: MMI display missing all text

91 16 89 2043595/2 November 14, 2016. Supersedes Technical Service Bulletin Group 91 number 16-32 dated March 7, 2016 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6	2014 - 2017	All	Radio low- NAR
Q3	2015 - 2017	All	Radio low- NAR

Condition

Revision Table		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Added software update)
1	03/07/2016	Initial publication

- 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.

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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.

Production Solution

New software introduced into series production



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Service

Verify that the MMI menus can be changed by selecting the telephone, radio, or media buttons. If the MMI freezes and does not respond when MMI menu change is attempted:

- Contact TAC.
- If the menus change, then a hardware replacement is not needed. Perform a software update listed below:

Update the RMC MMI software and complete the SVM code at the end of the process to code and parameterize the main unit and to provide feedback documentation to SVM. This process will also clear "Checking SVM DTC" if successful.

Required equipment:

- ODIS Tester
- RMC Software Update on SD Card (See required parts & tools information table below)
- SVM code listed in steps below.

Time to complete update:

- Approximately 60 minutes (includes SW update and SVM work).

Repair procedure:

1. Determine which SD card is required based on the table below:

Model & Model Year	SD Card Part Number
2015 Q3 2012-2015 A6	8X0 906 961 P
2016-2017 Q3 2016-2017 A6	8X0 906 961 Q

2. Connect a charger or battery maintainer to the vehicle that capable of maintaining the vehicle voltage at the appropriate levels (check current capacity of maintainer). Turn off all unnecessary battery consumers, such as LED DRL's, HVAC blower, Radio volume mute, etc.).
3. Follow the steps listed in the attached document "RMC_Software_Update.PDF" to complete the update process. Enter the Red Engineering Update menu using the procedure listed in the instructions. Do not use the White Customer Update menu found under *Menu >> Settings*.



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Performing the update in the White Customer Update menu will only update the Bluetooth firmware and nothing else. Please perform the full update in the Red Engineering Update menu.

4. Perform the SVM feedback documentation using the SVM code listed below:

Model	RMC Update	SVM Code
2015 Q3 2012-2015 A6	RMC_NAR_K16158	RMC16NAR
2016-2017 Q3 2016-2017 A6	RMC_NAR_K16152	RMC17NAR

Warranty

Claim Type:	<ul style="list-style-type: none"> • 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:	Program infotainment control unit	9196 9999	100 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 100 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)		



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Claim Comment:	As per TSB #2043595/2
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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
8X0906961P	RMC Software Update SD card (2012-2015 A6 or 2015 Q3)	1
8X0906961Q	RMC Software Update SD card (2016-2017 A6/Q3)	1

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.

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