

Technical Service Bulletin

91 MIB2 High Scale (MMI Radio Plus): SiriusXM is greyed out in MMI and shows "Initializing" when selected

91 16 92 2045047/1 November 17, 2016.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2016	All	MMI radio plus without SiriusXM
A4	2017	000001 - 009927	MMI radio plus without SiriusXM

Condition

The customer states that the MMI shows a message of "Initializing" when trying to access satellite radio. This occurs after selecting the "greyed out" radio source "SiriusXM" in the band selection (Figure 1). The customer's vehicle has MMI Radio Plus.



Figure 1. SiriusXM option is greyed out.

Technical Background

The MMI Radio Plus software incorrectly lists the band selection of "SiriusXM" when the vehicle is not equipped with the hardware to support this feature. The MMI Radio Plus is also known as the MIB2 High Scale system. It is important to note that some variants of the MIB2 High Scale system do have SiriusXM support, but the B9 A4 Premium package vehicles, which do not have the Convenience package, do not support Satellite Radio.

Production Solution

New software from CW07/16.

Technical Service Bulletin

Service

The service solution is to update the MMI software to SW0081 to remove the SiriusXM from the radio source selections.



Note:

Do not perform this update to a vehicle which was correctly built to support SiriusXM. This update will remove the SiriusXM option for a car that was built with the feature. If this update is applied to the wrong vehicle it can cause damage to the MMI hardware causing the Satellite Radio feature to be permanently disabled.

Required equipment:

- ODIS Tester
- MIB2 High Scale Software Update on SD Card (See required parts & tools information table below)
- SVM code listed in steps below

Time to complete update:

- Approximately 90 minutes (includes SW update and SVM work)

Repair procedure:

1. Verify the customer's MMI requires the software update by going to the *Main Menu>>Settings>>Left drawer option>>Version Information* (Figure 2).

Software version 0061 is only the version which needs to be updated. If the MMI is at a level greater than 0061 (e.g. 0081, 0110, 0112, or 0118), then this TSB does not apply.



Figure 2. MMI version information.

2. Obtain the SD card from the parts department (see parts and tools table below).



Technical Service Bulletin

3. 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.).
4. Follow the steps listed in the attached document "MIB2_High_Scale_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*. 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.
5. Perform the SVM feedback documentation using the SVM code **MI2HSUS124A4**.

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:	0039		
Labor Operations:	Program infotainment control unit	9196 9999	80 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)		
Claim Comment:	As per TSB #2045047/1		

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

Required Parts and Tools

Part Number	Part Description	Quantity
4M0906961L	MIB2 High Scale Software Update SD card	1

Additional Information

All parts and service references provided in this TSB (2045047) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

©2016 Audi of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.