



Technical Service Bulletin

91 MMI3G/3G+ & RMC Generic instructions for updating software or navigation data for MMI3G/3G+

91 16 93 2028141/4 December 7, 2016. Supersedes Technical Service Bulletin Group 91 number 13-82 dated May 1, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2010 – 2017	All	MMI3G/3G+ or RMC
A5	2010 – 2017	All	MMI3G/3G+ or RMC
A5/S5 cabriolet	2010 – 2017	All	MMI3G/3G+ or RMC
A6	2010 – 2017	All	MMI3G/3G+ or RMC
A7	2011 – 2017	All	MMI3G/3G+ or RMC
A8	2011 – 2017	All	MMI3G/3G+ or RMC
Q3	2015 - 2017	All	MMI3G/3G+ or RMC
Q5	2009 – 2017	All	MMI3G/3G+ or RMC
Q7	2010 – 2017	All	MMI3G/3G+ or RMC

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Title</i> (Added RMC –Radio Media Center) Revised header data (Added model years and Q3) Revised <i>Condition</i> (Completely revised & added RMC) Revised <i>Service</i> (Moved Repair Steps to attachment, updated images, added RMC repair instructions, & changed instructions to refer to SD cards) Revised <i>MMI shortcut Keys attachment</i> (included Q3)
3	05/01/2013	Revised <i>Condition</i> (Added Note)
2	08/06/2012	Revised header data (Added model years)



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		Updated attachment
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MMI SOFTWARE UPDATES (ZUG* UPDATE)

This bulletin is NOT justification for updating the MMI software in a vehicle. Performing software updates on non-applicable vehicles will not be covered under Warranty and can result in vehicle damage. Software part numbers for update SD cards can be found in corresponding bulletins and are not listed in this bulletin.

This Technical Service Bulletin provides generic instructions for updating MMI3G, MMI3G+, and RMC software and must be used in conjunction with other Technical Service Bulletins that address specific MMI-related issues.

Vehicles with MMI3G or MMI3G+ will have one of the following PR numbers:

- 7T6 – MMI Navigation Plus (MMI3G and MMI3G+).
- 7Q0 – MMI Radio Plus (without navigation) for A6 model year 2009 – 2011 and Audi Q7 2009 – 2013.
- Vehicles with RMC will have the following PR numbers:
- 7Q0 +8DS



Note:

That ZUG is the German word for “train”. The modules on the MOST Bus are considered a “train” of modules which all should be updated to a specific software level at the same time, to ensure the proper operation of the entire MMI system.

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

The following attachments should be referenced when updating MMI software:

- Shortcut key(s) description (*mmi_shortcut_keys.pdf*) – updated as of Nov. 2016
- Exporting and importing customer data (*export_and_import_customer_data.pdf*)

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- SVM feedback (*svmfeedback.pdf*)
- Emergency download (*emergency_download.pdf*)

MMI SOFTWARE UPDATES

- Perform the customer data export if replacing the MMI (*export_and_import_customer_data.pdf*). Jukebox data is not exported and is not possible.
- To perform the software update see the applicable attachment and follow the update procedure:
 - **MMI3G/3G+:** “MMI3G or 3Gplus Software Update.pdf”
 - **RMC:** “rmc_software_update.pdf”
- During the update procedure, the attachment “*mmi_shortcut_keys.pdf*” will be needed for MMI3G/3G+.

MMI3G/3G+ NAVIGATION MAP DATABASE UPDATES



Note:

It is always recommended that the SVM activations are performed before the new navigation database is loaded into the MMI. If the activation documentation is either incorrect for the vehicle or has already been used in a different vehicle, then loading the navigation database will disable the navigation feature in the MMI until a successful activation is completed. **If the SVM activation fails, DO NOT load the navigation map data!**

- This Technical Service Bulletin also provides instructions for updating the navigation database.
- Follow the same instructions for MMI software update.

The following attachment can be referenced when updating Navigation map database:

- Navigation Map Data Update (*navigation_data_update.pdf*).

Warranty

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

Additional Information

All parts and service references provided in this TSB (2028141) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.



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