



Technical Service Bulletin

91 RMC MMI Freezes or Restarts while using Bluetooth Media Streaming or with an Apple

91 17 01 2044670/4 January 17, 2017. Supersedes Technical Service Bulletin Group 91 number 16-85 dated October 17, 2016 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2012 - 2017	All	Not Applicable
Q3	2015 - 2017	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Required Parts and Tools</i> (Updated SD Card part number) Revised <i>Service</i> (Updated SVM code) Revised attachments (Updated RMC Software Update PDF)
3	10/17/2016	Revised header data (Added model years and updated title) Revised <i>Condition</i> (Added restart condition for Apple devices) Revised <i>Technical Background</i> (Added iPhone specific info) Revised <i>Service</i> (Removed Bluetooth driver update via white customer update menu and changed to Red Engineering Full Software update) Revised <i>Warranty</i> (Changed for full ZUG update) Revised <i>Required Parts and Tools</i> (Included SD Card part numbers)
2	09/02/2016	Revised <i>Service</i> (Clarified SD card preparation)

The customer complains of one or all of the following conditions:

- The Bluetooth connection drops or the MMI screen freezes soon after a Bluetooth hands-free call is ended. The Bluetooth icon will stay active in the MMI but the Bluetooth functionality does not work. The connection cannot be re-established via the phone until the ignition is cycled.
- The Bluetooth connection drops intermittently while music is being streamed. The Bluetooth icon will stay active in the MMI but the media will not play through the speakers in the car. The connection cannot be re-established via the phone until the ignition is cycled.



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- The MMI freezes or restarts randomly while using Bluetooth media streaming or while listening to an Apple device using the Audi Music Interface (AMI).

Technical Background

This condition is caused by the faulty software used in the RMC Radio unit. The condition can occur with any type of phone (e.g., Windows phone, Android phone, or iPhone) when using Bluetooth or any Apple iOS device when connected to AMI.

Production Solution

Optimized software was introduced into series production.



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Service

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 AE

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*. 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:



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Model	RMC Update	SVM Code
2015 Q3 2012-2015 A6	RMC_NAR_K16158	RMC16NAR
2016-2017 Q3 2016-2017 A6	RMC_NAR_K16342	RMC19NAR

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)		
Claim Comment:	As per TSB #2044670/4		

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.



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Required Parts and Tools

Part Number	Part Description	Quantity
8X0906961P	RMC Software Update SD card (2012-2015 A6 or 2015 Q3)	1
8X0906961AE	RMC Software Update SD card (2016-2017 A6/Q3)	1

Additional Information

All parts and service references provided in this TSB (2044670) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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