



# Technical Service Bulletin

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## 91 MIB2 Software Update Instructions

91 17 37 2047576/1 July 27, 2017.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2016 - 2020	All	MIB2 with Navigation plus

## Condition

The customer's vehicle has an MIB2 MMI system and requires a software update according to another Technical Service Bulletin.

## Technical Background

The MIB2 MMI system with navigation (PR 7UG) was first introduced starting with the MY2016 A6 & A7 models (including their model variants, RS 7, etc.). As of Calendar Year 2017, the 2017+ A3, A4, A6, A7, Q7, the 2018 Q5, and 2018 A5 all come equipped with the MIB2 MMI system in all trim levels (PR 7UH = Scale System without Navigation & PR 7UG = with Navigation).

### What's New?

- Automated Software Update Process for MIB2
- MMI software updates can be downloaded from the MirrorServer

### Automated Software Update Process using ODIS

This new generation of MMI systems allow for automated software updates using the ODIS tester. The technician is no longer required to provide any user input during the MMI software update once the update is started.

Using an SVM code, the ODIS tester will perform the following steps:

- Check the installed software and verify an update is available
- Initiate the MMI software update by entering the red engineering update menu automatically
- Automatically start the update and accept starting all prompts
- Complete the update and accept ending all prompts
- Start the SVM feedback to the SVM server
- Start and complete the SVM coding, parameter setting, and any applicable adaptations.

The update can be performed using the "FLASH" section of ODIS (All Time Units will be documented). Using Guided Fault Finding is not required. If GFF is already open, then SVM can be accessed using the Special Functions Menu.



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## **MMI software updates can be downloaded from the Mirror Server using the SD Creator**

It is now possible to download the MMI software updates directly to a blank SD card without having to order the software from the parts department. This applies to MIB2 and some older MMI3G+ software updates. The SD card part number listed in ETKA, also listed in the applicable TSB, is required to download the software update package using the SD Creator program.

For more information about the SD creator, see TSB 2047812 "00 SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer"

## **Production Solution**

Not applicable.

## **Service**

### **Required equipment:**

- ODIS Tester
- SVM code
- MIB2 High Software Update on SD Card (*From Parts Department or Downloaded from MirrorServer*)

### **Time to complete update:**

- Approximately 70-90 minutes (*includes 40-60mins for the S/W update and 30 minutes for the SVM work*)

### **General MMI Software Update Process:**

1. To save time, always verify the customer's MMI requires the software update before proceeding. In the MMI, go to *Menu >> Settings >> Left drawer option >> Version Information* (Figure 1). This applies to models using the new MIB2 user interface. The C7 PA uses the old user interface similar to MMI3G+ along with the newer MIB2 hardware. The software version for the older user interface is found under *Menu >> Setup MMI >> Version Information*.



**Figure 1.** MIB2 Software Version in MMI with new UI.

2. Obtain the SD card from the parts department (see "Required Parts and Tools" in applicable TSB) and skip to step 3.

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Obtain a blank SD card with at least 4GB of space and proceed with installing the SD Creator software and follow all instructions in TSB 2047812: *00 SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*



**Tip:** Typical setup time to download the data and have a working SD card is about 1-2hrs depending on network speed. Prepare the SD card long before starting the repair.

3. Connect a charger or battery maintainer to the vehicle that is 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, and etc.).
4. Follow the steps listed in the attached document "audi\_mib\_two\_high\_nav\_plus\_software\_update\_instructions.pdf" to complete the update process using **Update Method 1:** (Preferred method). Using ODIS Flash, enter the SVM code that was provided by the main TSB and follow the instructions in ODIS to start the update process.



**Tip:** For MIB2 systems there are now two methods for performing software updates. It is no longer required to manually enter the Red Engineering Update menu. MIB2 software updates are now controlled by the SVM code in ODIS. Using this process the update is fully automated.

5. If there is an outage with SVM, the old method (update method 2) is still available to use, but not preferred.  
**Update Method 2:** (To be used only if SVM server issues occur) Enter the red engineering update menu, insert SD card, perform MMI update, and then perform the SVM documentation feedback (see attached document "audi\_mib\_two\_high\_nav\_plus\_software\_update\_instructions.pdf").
6. Only if Method 2 was used, perform the SVM feedback documentation of the information electronics control module 1, J794 (address word 005F – MMI) with SVM using the SVM code that was provided by the main TSB. To access SVM, within ODIS start *GFF >> Diagnosis >> Special functions >> Software Version Management >> SVM code input.*



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## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 months/50,000 miles.</li> <li>• G10 for CPO Covered Vehicles - Verify Owner.</li> <li>• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9196		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	<b>Method 1: Automated update using ODIS</b>		
	Check control unit & Test Functionality	9196 0199	10 TU
	<b>OR</b>		
	<b>Method 2: Manual update due to SVM server issues</b>		
	Program infotainment control unit & Test Functionality	9196 0299	70 TU
<b>Diagnostic Time:</b>	<b>Method 1: Automated update using ODIS</b>		
	GFF	0150 0000	Time stated on diagnostic protocol (Max 175 TU)
	<b>OR</b>		
	<b>Method 2: Manual update due to SVM server issues</b>		
	GFF	0150 0000	Time stated on diagnostic protocol (Max 75 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)		
<b>Claim Comment:</b>	As per TSB # (include number from original TSB)		



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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.

## Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2047812, *00 SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*

All parts and service references provided in this TSB (2047576) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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