



Technical Service Bulletin

91 Audi connect myAudi pin not saved for stored online destinations

91 17 38 2047433/2 July 27, 2017. Supersedes Technical Service Bulletin Group 91 number 17-23 dated April 11, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2016 – 2017	All	MIB2 High Navigation

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Required Parts and Tools</i> (Updated part number) Revised <i>Service</i> (Updated procedure) Revised <i>Warranty</i> (Removed Labor Operations and Diagnostic Time)
1	04/11/2017	Initial publication

The vehicle is a MY2016 or MY2017 A6, A7, S6, S7, or RS 7 and the customer states that when retrieving the stored myAudi online destinations, the myAudi PIN (Figure 1) is not saved and must be entered each time after the vehicle has been switched off for a long period of time. Additionally, the customer's vehicle is equipped with MMI Navigation plus (MIB2 High Nav; PR code "7UG").

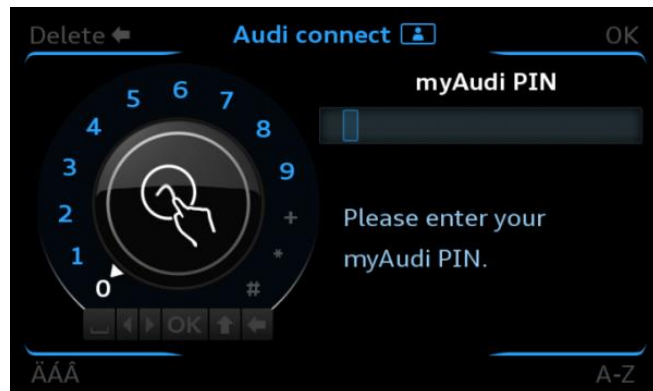


Figure 1. myAudi Pin entry screen.

Technical Background

The condition is the result of an MMI software bug and can be fixed by updating the MMI software. The software bug only prevents the myAudi PIN from being stored in the navigation area of the MMI menu. The myAudi pin is saved in the Audi connect menu for accessing custom news feeds.



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If the myAudi PIN is also not being saved in the Audi connect menu, then it is possible the customer's phone is not paired via Bluetooth to the MMI at the time the PIN is being entered. The storing of the myAudi PIN is secured with the MAC ID of the customer's Bluetooth phone at the time the myAudi PIN is stored. This only applies if a phone was paired at the time the myAudi PIN was originally stored in the MMI.

For more information see TSB 2036575 *"91 MIB & MMI3G+ Bluetooth security profile for voice training, stored contacts, navigation favorites, and myAudi PIN"*.

Production Solution

New MMI software was introduced into Series Production from week CW45/16.

Service

The service solution is to update the MMI software to SW1062 for MY16 and SW0924 for MY17 to fix the myAudi PIN issue.



Note:

This update can only be applied to vehicles built prior to CW 45/16.

Required equipment:

- ODIS Tester
- SVM code **MI2HNAR0539C7 (MY16)** or **MI2HNAR3324C7 (MY17)**
- Software update instructions (see step 3 below)
- MIB2 High Scale Software Update on SD Card (See "Required Parts and Tools" section below)

OR

- Blank SD card to download the software update files (see step 2 below)

Time to complete update:

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

Repair procedure:



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



Figure 2. MMI Version Information.


2. Obtain the SD card from the parts department (see “Required Parts and Tools” section) 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. Then follow all instructions in TSB 2047576: *MIB2 Software Update Instructions*.
4. Test the functionality of the MMI system and verify that the myAudi PIN is saved.

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:	 Note: Refer to TSB 2047576 for applicable Labor Operations.		
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU



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	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 # 2047433/2

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
4M0.906.961.AJ	MIB2 High Nav plus C7 Software Update SD card (MY16)	1 per dealer (shop tool)
OR		
4M0.906.961.AP	MIB2 High Nav plus C7 Software Update SD card (MY17)	1 per dealer (shop tool)

Additional Information

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

- TSB 2036575, *91 MIB & MMI3G+ Bluetooth security profile for voice training, stored contacts, navigation favorites, and myAudi PIN.*
- TSB 2047812, *00 SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer*
- TSB 2047576, *MIB2 Software Update Instructions.*

All parts and service references provided in this TSB (2047433) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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