



Technical Service Bulletin

91 MMI tutorial videos cannot be played or stop playing

91 17 21 2040393/4 April 7, 2017. Supersedes Technical Service Bulletin Group 91 number 15-09 dated August 17, 2015 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2016	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Service</i> (Changed website to AudilQS.com)
3	08/17/2015	Revised <i>Service</i> (Added Tip) Revised <i>Warranty</i> (Updated TU for 9195 9999)
2	06/30/2015	Revised attachments (Added PDF) Revised <i>Service</i> (Completely revised) Revised <i>Warranty</i> (Added table) Revised <i>Required Parts and Tools</i> (Added table)

- The tutorial videos in the MMI do not play or stop playing after some time (Figure 1). The condition may only occur with certain videos.
- Turning the ignition off and back on may correct the condition.



Figure 1. Unplayable tutorial video.

Technical Service Bulletin

Technical Background

Two of the tutorial videos for the 2016 A6 and A7 are not correct. When the user attempts to play these videos a cascading effect can occur, causing all other videos to cease playing after some time.

The incorrect video files are “Radio / Tuner” and “Media & Jukebox Functions” (Figure 2).



Figure 2. Incorrect video files.

Production Solution

Not applicable.

Service

- An updated video tutorial DVD was sent to Audi dealers in June 2015. The updated version number is 162.565.4G0.23. Discard the existing DVDs for model year 2016 A6/S6 and A7/S7/RS 7 with version number 161.565.4G0.23.
- If the disc was not received, or if it was lost or damaged, the videos can be downloaded or a replacement DVD can be ordered.

To download the videos:

The videos and installation instructions are available on the Audi intellect site at <http://audiIQS.com> (Figure 3). An SD Card (1GB or larger) or USB drive (1GB or larger) is needed.

To order a replacement DVD by mail:

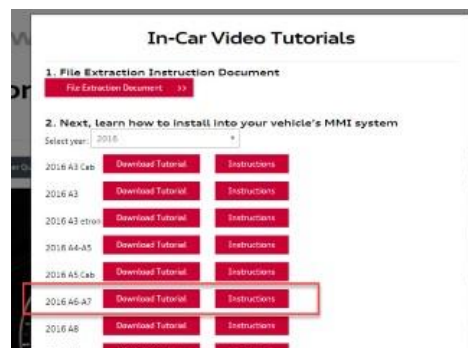


Figure 3. AudiIQS.com Website



Technical Service Bulletin

Send an email to audidvdreorder@audi.com. Include the dealer contact name, dealer number, address and quantity required.

- A warranty claim can only be submitted if the update is being performed due to a customer complaint that occurred after the initial PDI was completed.



Tip: The updated tutorial videos are significantly smaller in size. As a result, the time needed for the update is reduced.

Warranty

Claim Type:	1SP		
Service Number:	9195		
Damage Code:	0039		
Labor Operations:	Install video tutorials	9195 9999	10 TU
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
	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 #2040393/4		

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.



Technical Service Bulletin

Required Parts and Tools

Part Number	Part Description	Quantity
162.565.4G0.23 (Cannot be ordered via the parts system; use instructions in <i>Service</i> section to order)	MY16 A6/A7 video tutorial DVD	1
Not applicable	SD Card (1GB or larger) or USB drive (1GB or larger)	1

Additional Information

All parts and service references provided in this TSB (2019804) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

©2017 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.