

# Technical Service Bulletin

## 91 Audi connect myAudi pin not saved for stored online destinations

91 17 23 2047433/1 April 11, 2017.

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

### Condition

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").

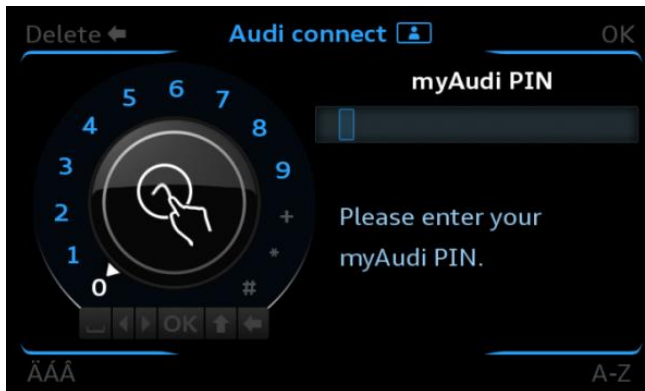


Figure 1. myAudi Pin entry screen.

### 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.

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".

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## 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)** (also listed in steps below)
- Software update instructions (audi\_mib\_two\_high\_nav\_plus\_software\_update\_instructions.pdf)
- 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 steps below)

### Time to complete update:

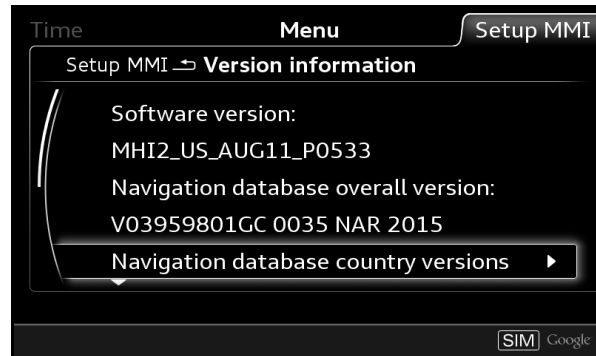
- Approximately 90 minutes (includes S/W update and SVM work)

### 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 skip to step 3. **OR:**  
Obtain a blank SD card with at least 4GB of space and proceed with installing the SD Creator software.

### Steps for downloading software to SD card.

- Using an ODIS tester, open a web browser and navigate to <https://mirrorserver2.vwuhub.com/dav/BTAC/Trade-Retail/Tools/SD-Creator/>.
- If prompted for a security certificate then select the mirror server certificate.
- Within this folder you will find the “SD Creator” install program labeled “**setup\_V1.0.exe**”.
- Install this program onto the ODIS tester by double clicking the file labeled “setup\_V1.0.exe”. If IT policies restrict the installation of programs on the ODIS tester then please ask the IT department to perform the install.



### Note:

It is not possible to use this program on any other PC or laptop due to the mirror server security certificate restrictions.

- Installation instructions and user manual are located in the same directory and is labeled “**2017\_03\_21\_Benutzerhandbuch\_SD\_Creator\_V\_1.0\_EN\_.pdf**”.
- Once the program is installed it will place an icon labeled “SD Creator” on the desktop.
- Open the application by double clicking the icon.
- Once opened you will need to enter the mirror server URL into the settings tab.
- Enter “mirrorserver2.vwuhub.com” (without quotes) into the server section listed under the “settings” tab.

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- Next click “Test connection” and ensure there are no errors. If need you can select a different brand and then reselect “Audi” from the drop down menu at the top of the window. This will refresh the application.

## Using the SD Creator:

- You will need the SD card part number listed in the “Required Parts and Tools” section to find the software.
- Place the part number into the part number field of the program and hit the “play button”.
- Reference pages 15-18 of the user manual, “**2017\_03\_21\_Benutzerhandbuch\_SD\_Creator\_V\_1.0\_EN\_.pdf**”.



**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, 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.

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.

If there is an outage with SVM, the old method is still available to use, but not preferred.

**Method 1:** (Preferred method) Using ODIS Flash, enter the SVM code **MI2HNAR0539C7 (MY16)** or **MI2HNAR3324C7 (MY17)** into ODIS and follow the instructions in ODIS to start the update process (see attached document “audi\_mib\_two\_high\_nav\_plus\_software\_update\_instructions.pdf”).

**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 “mib\_mmi\_shortcut\_keys.pdf”).

5. 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 **MI2HNAR0539C7 (MY16)** or **MI2HNAR3324C7 (MY17)**. To access SVM, within ODIS start *GFF >> Diagnosis >> Special functions >> Software Version Management >> SVM code input*.
6. Test the functionality of the MMI system and verify that the myAudi PIN is saved.



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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			



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	(Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)
<b>Claim Comment:</b>	As per TSB # 2047433/1

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.AA	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.*

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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