



# Technical Service Bulletin

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## 91 Volume control knob does not work intermittently

91 17 26 2047139/2 May 9, 2017. Supersedes Technical Service Bulletin Group 91 number 17-25 dated April 20, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2016	000001 - 019815	MMI Navigation plus

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data (Corrected ElsaPro display issue)
1	04/20/2017	Initial publication

The customer states that the volume control knob next to the MMI control panel intermittently does not work and the vehicle has MMI Navigation plus (PR code "7UG"). When the volume knob is turned there is no visual and no audible feedback via the MMI system. During this time the volume on the MMI can only be adjusted using the steering wheel volume control wheel.

## Technical Background

Vehicles built before CW22/16 have MMI software which contains a bug that can intermittently prevent the volume control knob –E67- from functioning. If the customer pushes down on the volume knob then all functionality is restored to the volume control knob –E67-. The customer may also report that after turning the ignition off and back on the volume control functionality is restored.

## Production Solution

New software introduced into series production starting 22/16.



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## Service

The service solution is to update the MMI software to SW0888 to fix the intermittent volume control concern.

### Required equipment:

- ODIS Tester
- SVM code **MI2HNAR2153G22** (also listed in steps below)
- Software update instructions  
(audi\_mib\_two\_high\_nav\_plus\_software\_update\_instructions.pdf.pdf)
- MIB2 High Software Update on SD Card (see *Required Parts and Tools* table below)

### OR

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

### Time to complete update:

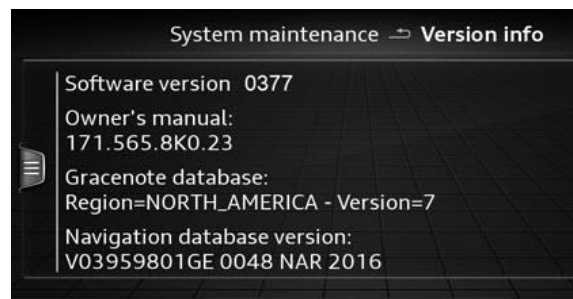
- Approximately 90 minutes (includes SW update and SVM work)

### Repair procedure:

1. Verify the customer's MMI requires the software update by going to the *Main Menu>>Settings>>Left drawer option>>Version Information* (Figure 1).

#### **Note:**

Cars built after CW22/16 have SW 0692 and these vehicles already contain the software fix. If the customer's vehicle has the SW 0692 or higher and vehicle still has the volume concern, then this TSB does not apply.



**Figure 1.** MIB2 Software Version in MMI

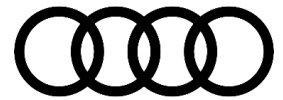
2. Obtain the SD card from the parts department (see *Required Parts and Tools*) and skip to step 3.

### 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.vwhub.com/dav/BTAC/Trade-Retail/Tools/SD-Creator/>.
- If prompted for a security certificate then select the mirror server certificate.



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- 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.



**Tip:** 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.vwhub.com” (without quotes) into the server section listed under the “settings” tab.
- Next select “Certificate” and then select “Select certificate...”
- Select your ODIS mirror server certificate and then select “OK”.
- Next click “Test connection” and ensure there are no errors.
- If needed, 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 files on the mirror server.
- Place the part number into the part number field of the program and hit the “play button”. Use no spaces or dots between the numbers. The application will parse the part number up on its own. (e.g. copy and paste “4M0906961AE”).
- 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 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.



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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 (update method 2) is still available to use, but not preferred.

**Update Method 1:** (Preferred method) Using ODIS Flash, enter the SVM code **MI2HNAR2153G22** 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”).

**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”).

5. Only if Method 2 was used, perform the SVM feedback documentation of the information control unit 1 J794 (diagnosis address 005F – MMI) with SVM using the SVM code **MI2HNAR2153G22**. To access SVM, within ODIS start *GFF >> Diagnosis >> Special functions >> Software Version Management >> SVM code input*.
6. Test the functionality of the MMI and ensure there are no volume control issues.

## 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>	9195		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	<b>Method 1: Automated update using ODIS</b>		
	Check control unit & Test Functionality	9195 0199	10 TU
	<b>OR</b>		
	<b>Method 2: Manual update due to SVM server issues</b>		
	Program infotainment control unit & Test Functionality	9195 0299	70 TU
<b>Diagnostic Time:</b>	<b>Method 1: Automated update using ODIS</b>		



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	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 #2047139/2		

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
Not applicable	Blank SD Card with minimum 4GB capacity	1 per dealer (shop tool)
<b>OR</b>		
4M0906961AE	MIB2 High Nav. plus Software Update SD card	1 per dealer (shop tool)

## Additional Information

All parts and service references provided in this TSB (2047139) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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