

Technical Service Bulletin



91Q5 UPDATE – Software Update for MMI (NVLW)

November 14, 2017

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, A5 and Q5	2018	See ELSA	See ELSA

Condition

This Update has been proactively released to prevent the following condition from occurring in the vehicle:

On Audi vehicles with Audi Smartphone Interface (ASI) manufactured within a specific period, an error may occur in the smartphone connection.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **91Q5** code in the Elsa Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

Technical Background

On Audi vehicles with Audi Smartphone Interface (ASI) manufactured within a specific period, an error may occur in the smartphone connection.

Service

SVM Update Instructions – Vehicles with Criteria 02 or 04:

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions* and TSB 2047812: *SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*
2. Attach an appropriate battery charger to the vehicle.
3. Switch on the hazard warning lights.

CAUTION

The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.

4. Attach the scan tool to the vehicle using an USB cable.
5. Confirm that the scan tool is communicating with the diagnostic head by USB <Green Arrow>. If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and then reattach the USB cable to the diagnostic head and then reattach to the vehicle.



6. **Criteria 02 Vehicles Only:** Insert SD Card, part number 4M0 906 961 AS into the SD1 slot on the radio.
 - SD Card, part number 4M0 906 961 AS, can be created by using the SD Creator software.
7. **Continued for Criteria 02 and 04 Vehicles:** Using Flashing, perform the update using the SVM action code, **91Q5A765**.

NOTE

This SVM code will update all required control modules automatically. The flashing process only has to be performed once.

8. After the Flashing test plan has completed upload log online.

NOTE

Before exiting the Flashing program:

1. Turn the ignition off.
2. Start the engine and let it run for a few seconds.
3. Turn the ignition off and then back on again.

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- Additional Actions** Some of the affected vehicles may be involved in additional Actions. Please check your Elsa Campaign/Action Information screen so that any *additional required work can be done simultaneously*.
- Verifying Vehicle Eligibility** To verify vehicle eligibility for this Update, *always* check the Elsa Campaign/Action Information screen. The Elsa system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.
- Help for Claim Entry** For questions regarding claim entry, contact Audi Warranty.
- Required Customer Notification** Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.

Additional Information

All parts and service references provided in this Update are subject to change and/or removal. Always check Elsa for the most current version of this document.