



# Technical Service Bulletin

## 91 HD radio presets

91 18 95 2026657/5 May 4, 2018. Supersedes Technical Service Bulletin Group 91 number 12-57 dated August 29, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All models	2015 - 2020	All	MMI Navigation
A4, A5, A6, A7, A8 Q5, Q7, and S5	2011 - 2014	All	MMI Navigation

## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header data (Added models and model years) Revised <i>Condition</i> (Added Note)
4	08/29/2012	Revised header data (Added model year 2013) Revised <i>Condition</i> (Updated content with screenshots for easier use)
3	09/29/2011	Revised header data (Added new A6)

The customer states that HD Radio feature is automatically turning back on even after they have turned off this feature using the Radio settings or Setup menu in the MMI (Figure 1 & Figure 2).

Once the HD Radio feature is turned OFF, it is possible for the HD Radio feature to be turned back on automatically whenever the user selects either an AM or FM preset which was originally stored as an HD preset.



Figure 1. HD Radio option in MMI3G+ Settings.



Figure 2. HD Radio option in MMI3G Setup Menu.



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## Note:

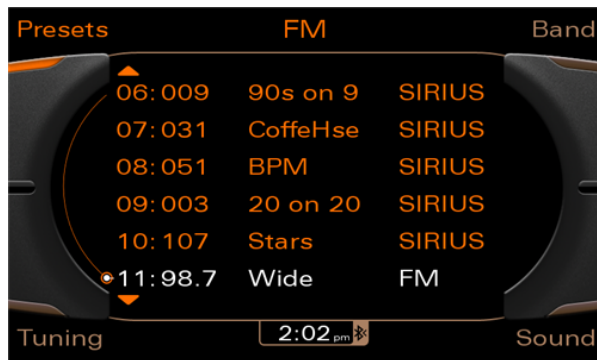
This TSB only applies if the vehicle has HD radio.

## Technical Background

If a radio station is stored while the user is listening to the HD broadcast, the preset will be stored as an HD radio preset (Figure 3). As a result, even if the HD Radio setting is turned off in the MMI, it will be automatically turned back on whenever an HD Radio preset is selected. The user must store all FM & AM radio presets as analog stations (Figure 4).



**Figure 3.** FM radio station stored as an **HD** preset (MMI3G+).



**Figure 4.** FM radio station stored as an **analog** preset (MMI3G).

## Production Solution

Not applicable.

## Service

If the customer prefers to use AM and FM in the traditional analog mode then please advise the customer to turn off the HD radio feature and delete any HD radio presets. This will prevent the HD radio feature from turning back on. Please use the following steps to remove all HD presets:

1. Turn the ignition on and select Radio mode in the MMI.
2. Write down all FM & AM HD radio stations stored as presets and also document each station's position assignment in the preset list.
3. Delete only the FM and AM HD radio presets. For the MMI3G+ this function can be accessed through the Radio Settings menu by using one of the soft-keys while using the radio function. For the MMI3G this function



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can be accessed through the Setup menu by pressing the Setup button on the control panel while using the radio function.

4. Turn off the HD Radio setting (accessible under Radio settings or Setup menu).
5. Turn off the ignition, roll up all the windows, close sunroof (if equipped), close all doors and rear lid, and then lock the vehicle.
6. Allow the vehicle system bus to go to sleep (approximately 1-2 minutes). The light in the driver door, or the light in cluster, will change its rate of flash to a slower rate once sleep mode has been established.
7. Unlock the vehicle and turn the ignition on and verify the radio presets are stored correctly as analog stations.
8. Select a few FM & AM presets and verify the HD Radio feature stays off.



**Tip:** The customer may choose to turn HD Radio feature back on via the Radio settings or Setup menu. If they choose to do so, the HD Radio feature will remain on until it is manually turned off again. Please inform the customer of this process in the event they have the same condition again.

## Warranty

This TSB is informational only and not applicable to any Audi Warranty.

## Additional Information

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

- TSB 2026611, *91 HD radio technology overview for troubleshooting concerns*.

All parts and service references provided in this TSB are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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