



Technical Service Bulletin

91 MIB2 High Scale: sound settings lost

91 19 25 2053537/1 January 14, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, A4,	2017 - 2018	All	MIB2 High Scale
A5, Q5	2018	All	MIB2 High Scale

Condition

Customer states:

- The sound settings (e.g. treble, bass, and 3D sound) are lost after a sleep cycle.

Technical Background

The MIB2 software needs to be updated.

Production Solution

New MIB2 software introduced into series production.

Service

The sound settings are saved for each specific source. Please explain to the customer not to compare the radio sound settings with the media sound settings.

If the concern is confirmed, perform the update below:

Required equipment:

- ODIS Tester
- SVM code
- MIB2 High Software update on SD Card (See *Required Parts and Tools* or Download the software from MirrorServer using the SD Creator Program)

Time to complete update:

- Approximately 30-60 minutes (includes 20-50 minutes for the software update and 10 minutes for the SVM work)



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Service work:

Update the MIB2 Scale infotainment system using either Method 1 or Method 2 according to TSB 2050565: *91 MIB2 High Scale Software Update Instructions (PR Code 7UH)* and use SVM code indicated below:

Vehicle	SD Creator Part Number	SVM Code
A3, A4, A5, and Q5	4M0 906 961 CD	MHS2US2037

Method 1: Automated update using ODIS

Method 2: Manual update due to SVM code or Server issues

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	0039		
Labor Operations:	Software Update	0151 0000	According to TSB# 2050565
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
Claim Comment:	As per TSB #2053537/1		

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
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4M0906961CD	MMI software update (SD Card) – Or download via SD creator Software	01 (Shop tool)
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Additional Information

The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2047812, *00 SD Creator: how to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*
- TSB 2050565, *91 MIB2 High Scale Software Update Instructions (PR Code 7UH).*

All part and service references provided in this TSB (2053537) 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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