Technical Service Bulletin

91 MIB2 High: radio does not start in "Presets" menu

91 19 73 2052896/3 July 16, 2019. Supersedes Technical Service Bulletin Group 91 number 19-60 dated May 15, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, A4, A5, Q5, and Q7	2018	All	With Audi virtual cockpit

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised header (Corrected Elsa display issue)
2	05/15/2019	Revised title Revised *Service* (Updated SVM Table to represent updated SVM Code) Revised *Required Parts and Tools* (Updated table)
1	11/21/2018	Initial publication

Customer states:

- The MMI starts in the wrong menu.
- The customer turns off the vehicle in the radio "Presets" menu after the car goes to sleep it will start in the radio channel list.

Workshop findings:

- The condition can be reproduced.

Technical Background

The software needs to be updated and the optimized software will correct the Presets menu issue.

Production Solution

Introduced in current series.

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Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*, TSB 2047812: *00 SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer*, and TSB 2047576: *91 MIB2 High Navigation Software Update Instructions (PR Code 7UG)*.

2. Update the instrument cluster control module, J285 (address word 0017) using the SVM action code as listed in the table below, if necessary:

Model	Model Year	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
Q7	2018	4M0920890E	0376	4M0920890E	0378	FPKWW378Q7
		4M0920890C	0370 0372 0376	4M0920890C		
A4/A5/Q5	2018	8W5920890G	0377	8W5920890G	0379	FPKWW379B9
		8W5920890D	0369 0371 0373 0377	8W5920890D		
A3	2018	8V0920890C 8V0920894C	0068	8V0920890C 8V0920894C	0069	FPKWW069A3Q2

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.
Service Number:	9025
Damage Code:	0039

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Labor Operations:	Software Update	0151 0000	Time stated on the diagnostic protocol (Max 100 TU)
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 #2052896/3		

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

If necessary order in advance the SD card for the model or install the software to an SD card with the specifications SDHC or SDXC via the SD Creator:

Model	SD Card	Quantity
Q7	8S0906961AK	01 (Shop tool)
A4/A5/Q5	8S0906961AL	01 (Shop tool)
A3	8S0906961AM	01 (Shop tool)

Additional Information

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

- TSB 2011732, *00 Software Version Management (SVM), operating instructions.*

- TSB 2047812, *00 SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*

- TSB 2047576, *91 MIB2 High Navigation Software Update Instructions (PR Code 7UG).*

All part and service references provided in this TSB (2052896) 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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