



Technical Service Bulletin

91 MIB2: No sound when the reverse (R) gear is selected

91 20 54 2059078/1 March 31, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2015 -2016	All	MIB2

Condition

Customer states:

- Playback mutes after engine start if reverse gear is selected right away.
- This happens with FM radio. No Audio is available until the customer adjusts the volume manually.

Workshop findings:

- The concern can occur on vehicles produced from week 45/15 or with an MMI update as part of the service campaign 91O2.

Technical Background

Software bug in the MMI.

Production Solution

New MMI software after calendar week 22/16.

Service

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 40-70 minutes (includes 30-60 minutes for the software update and 10 minutes for the SVM work)

Service work:



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- Update the MIB2 High infotainment system using either Method 1 or Method 2 according to TSB 2047576: 91 MIB2 High Software Update Instructions (PR Code 7UG) and use SVM code indicated below:



Tip: Both steps (see update table) have to be performed in order!

Steps	SD Creator Part Number	SVM code
1	4M0906961DB	MHI2US0541
2	4M0906961DK	91U7C027

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 the 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 #2047576
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2059078/1		

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

Model	SD Card	Quantity
A6, A7 (Step 1)	4M0906961DB	01 (Shop tool)
A6, A7 (Step 2)	4M0906961DK	01 (Shop tool)



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Additional Information

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

- TSB 2011732, *00 Software Version Management (SVM), operating instructions.*
- TSB 2047576, *91 MIB2 High Software Update Instructions (PR Code 7UG).*

All part and service references provided in this TSB (2059078) 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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