



Technical Service Bulletin

91 MIB2 Standard: Infotainment system reboots and various technical issues (Clu10 update) - Q7

91 20 62 2059381/1 April 28, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017	All	MIB Standard

Condition



Note:

This update addresses multiple customer concerns and optimizes general system performance. This update should be run for the customer concerns below before any other repairs are attempted.

Examples for possible customer concerns that are fixed with this software:

- Media playback is delayed.
- CD-Text content is inaccurate/shows wrong song
- Infotainment system reboots while driving.

Technical Background

Collection of software optimizations.

Production Solution

New infotainment cluster 10 update addressed the condition.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2053598: *91 MIB2 Standard Software Update Instructions (PR Code I8E)*.
2. Update the infotainment system using the SVM action code as listed in the table below, if necessary:

Vehicle	SD Creator Part number	SVM code
Q7	4M0906961CT	MST2US0317D



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3. Campaign 91U7 has to be rerun after performing the update specified in this TSB!

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 (Includes checking for DTCs)	0151 0000	As per TSB# 2053598
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 #2059381/1		

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
Q7	4M0906961CT	01 (Shop tool)

Additional Information

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

- TSB 2053598, *91 MIB2 Standard Software Update Instructions (PR Code I8E)*.

All part and service references provided in this TSB (2059381) 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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