Technical Service Bulletin

91 Audi connect myAudi pin not saved for stored online destinations

91 20 74 2047433/5 June 4, 2020. Supersedes Technical Service Bulletin Group 91 number 19-07 dated October 30, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2016 – 2017	All	MIB2 High

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised *Service* (Added new SVM codes & updated note for 91U7)
		Revised *Required Parts and Tools* (Updated part numbers)
4	10/30/2019	Revised *Service* (Added a disclaimer not to run the update after 91U7 has been performed and updated TSB titles)
		Revised *Additional Information* (Updated TSB titles)
3	12/06/2017	Revised *Service* (Updated nomenclature in Required equipment section and Step 4)

Customer states:

- When retrieving the stored myAudi online destinations, the myAudi PIN (Figure 1) is not saved and must be entered each time after the vehicle has been switched off for a long period.

- The vehicle is a MY2016 or MY2017 A6, A7, S6, S7, or RS7 and is equipped with MMI Navigation plus (MIB2 High; PR code 7UG).

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Figure 1. myAudi Pin entry screen.

Technical Background

The condition is the result of an MMI software bug and can be fixed by updating the MMI software. The software bug only prevents the myAudi PIN from being stored in the navigation area of the MMI menu. The myAudi pin is saved in the Audi connect menu for accessing custom news feeds.

If the myAudi PIN is also not being saved in the Audi connect menu, then it is possible the customer's phone is not paired via Bluetooth to the MMI at the time the PIN is being entered. The storing of the myAudi PIN is secured with the MAC ID of the customer's Bluetooth phone at the time the myAudi PIN is stored. This only applies if a phone was paired at the time the myAudi PIN was originally stored in the MMI.

For more information, see TSB 2036575: *91 MIB & MMI3G+ Bluetooth security profile for voice training, stored contacts, navigation favorites, and myAudi PIN.*

Production Solution

New MMI software was introduced into Series Production from week CW45/16.

Service

The service solution is to update the MMI software to SW1062 for MY16 and SW0924 for MY17 to fix the myAudi PIN issue.

⚠️ **Note:**

This update can only be applied to vehicles built before CW 45/16.

ℹ️ **Tip:** The **91U7** campaign will need to be applied again to MY2016 vehicles after the update is completed. This is regardless if it has already been run on the vehicle.

Required equipment:

- ODIS Tester
- SVM code **MHI2US0541** (MY16) or **MHI2US3341** (MY17)
- Software update instructions (see step 3 below)
- MIB2 High Software Update on SD Card (see *Required Parts and Tools*)

OR

- Blank SD card to download the software update files (see step 2 below)

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Time to complete update:

- Approximately 90 minutes (includes S/W update and SVM work)

Repair procedure:

1. Verify that the customer's MMI requires the software update by going to the *Main Menu >> Setup MMI >> Version Information* (Figure 2).

Figure 2. *MMI Version Information.*

2. Obtain the SD card from the Parts Department (see *Required Parts and Tools*) and follow all instructions in TSB 2047812: *00 SD Creator: how to set up and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*

    Tip: Typical setup time to download the data and have a working SD card is about 1-2hrs depending on network speed. Prepare the SD card long before starting the repair.

3. Then follow all instructions in TSB 2047576: *91 MIB2 High Navigation Software Update Instructions (PR Code 7UG).*

4. Test the functionality of the MMI system.

5. If this is a MY2016 vehicle, apply the 91U7 MMI software security fix again. See the applicable campaign listed in Elsa for the customer's VIN.

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:	9196		
Damage Code:	0039		
Labor Operations:	⚠ **Note:** Refer to TSB 2047576 for applicable Labor Operations.		
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 # 2047433/5		

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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	**Part Description**	**Quantity**
4M0906961DB	MIB2 High plus C7 Software Update SD card (MY16)	01 per dealer (shop tool)
OR		
4M0906961DC	MIB2 High plus C7 Software Update SD card (MY17)	01 per dealer (shop tool)

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Additional Information

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

- TSB 2036575, *91 MIB & MMI3G+ Bluetooth security profile for voice training, stored contacts, navigation favorites, and myAudi PIN.*

- TSB 2047812, *00 SD Creator: how to set up 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 parts and service references provided in this TSB (2047433) are subject to change and/or removal. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.