



Technical Service Bulletin

91 MIB2+ High: sporadically or permanently no sound from all sources

91 20 97 2060464/1 August 21, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6 allroad, A6 Avant, Q7, S6, S7, SQ7, SQ8, RS6 Avant, RS7, and RSQ8	2020	All	MIB2+ High
A6, A6 allroad, A6 Avant, A7, A8, Q3, Q8, S6, S7, S8	2019 - 2020	All	MIB2+ High

Condition

Customer states:

- The vehicle sporadically or permanently has no sound on any source (radio, media, navigation, and phone). Phone calls can also be restricted so that only one side can hear the other.

Workshop findings:

- A bus sleep cycle seems to temporarily fix the concern.

Technical Background

A loose connection inside of the information electronics control module 1, J794 (address word 005F) causes a sporadic or permanent loss of sound of all sources.

Production Solution

Improved part.



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Service

1. Check the production date of information electronics control module 1, J794 (address word 005F) on the housing of the control module. The production date is printed on the bottom right (Figure 1).



Tip: The date on the J794 is in DD.MM.YYYY format.

If the date is between 03/16/2019 and 05/22/2019, then replace the control module.



Figure 1. Production date location on the right side.

2. If the production date is between 05/22/2019 and 02/27/2020, please contact TAC.
3. If the production date is after 02/28/2020, this TSB is not applicable. Continue diagnosis for the root cause of the concern.
4. For warranty claims, please attach a photo of the label with the production date information for the electronics control module 1, J794 (address word 005F) to the claim.

Please take photos and upload them into DOC-IT with the repair order. Photos should:

- Have a date stamp and VIN reference.
- Be taken in focus and with sufficient light.

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.
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Service Number:	9196		
Damage Code:	0039		
Labor Operations:	A6 and A7:		
	Remove and install glove compartment	6815 19XX	See SRT with associated operations
	Check display and operating control unit	9196 0199	10 TU
	A8, Q7, and Q8:		
	Remove and install glove compartment	9196 19XX	See SRT with associated operations
	Q3:		
	Check display and operating control unit	9196 0199	20 TU
	If the control module needs to be replaced:		
	A6, A7, A8, and Q3:		
	Remove and install display and operating control unit	9196 19XX	See SRT with associated operations
	Q7 and Q8:		
	Replace control unit for display and operating unit	9196 55XX	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 30 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 #2060464/1		



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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
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA	Electronics control module	01

Additional Information

All parts and service references provided in this TSB (2060464) are subject to change and/or removal.

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