



Technical Service Bulletin

91 MIB2 High Scale Bang & Olufsen: subwoofer settings are missing from the MMI tone settings menu

91 20 03 2050567/2 August 27, 2020. Supersedes Technical Service Bulletin Group 91 number 18-78 dated February 26, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, A4,	2017	All	MIB2 High Scale
A5, Q5	2018	All	MIB2 High Scale

Condition

Revision	Date	Purpose
2	-	Revised title (Changed to standard format) Revised <i>Service</i> (Updated software and SVM code) Revised <i>Warranty</i> (Added table) Revised <i>Required Parts and Tools</i> (Updated table)
1	02/27/2018	Initial publication

Customer states:

- The subwoofer adjustment is missing in the MMI for vehicles equipped with Bang & Olufsen (PR Code 9VS) (Figure 1).

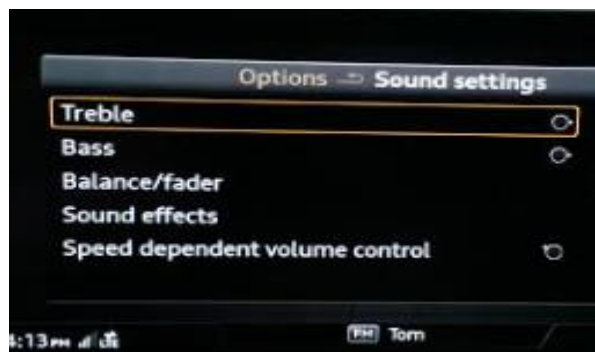


Figure 1. The sound settings are missing the Subwoofer option.

Technical Background

The MIB2 High Scale infotainment system (PR Code 7UH) with B&O sound (PR Code 9VS) has a known software issue which prevents the subwoofer sound adjustment setting from being shown in the MMI.



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Production Solution

New MMI software was introduced into series production starting CW22/17.

Service



Warning:

Do not attempt this update to vehicles built prior to CW22/16. Doing so can damage the MMI system, which can only be fixed by replacing the MMI hardware. This type of replacement is not covered under Warranty.

Required equipment:

- ODIS Tester
- SVM code
- MIB2 High Scale 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 30-60 minutes (includes 20-50 minutes for the software update and 10 minutes for the SVM work).

Service work:

- Update the MIB2 High Scale infotainment system using either Method 1 or Method 2 according to TSB 2050565: *91 MIB2 High Scale Software Update Instructions (PR Code 7UH)* and use SVM code MHS2US2037.

Method 1: Automated update using ODIS.

Method 2: Manual update due to SVM code or Server issues.

Vehicle	SD Creator Part Number	SVM Code
A3, A4, A5, and Q5	4M0906961CD	MHS2US2037

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:	Software Update (Includes checking for DTCs)	0151 0000	See TSB #2050565
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 #2050567/2		

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
A3, A4, A5, and Q5	4M0906961CD	01 (Shop tool)

Additional Information

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

- TSB 2050565, *91 MIB2 High Scale Software Update Instructions (PR Code 7UH)*.
- TSB 2047812, *00 SD Creator: how to set up and use the SD Creator for obtaining vehicle software updates via the MirrorServer*.

All part and service references provided in this TSB (2050567) are subject to change and/or removal. Always check with your Parts Dept. and service manuals for the latest information. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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