

# Technical Service Bulletin

## 91 MIB2 High Scale: Bluetooth call distorted audio or black screen for Apple CarPlay after using backup camera

91 20 07 2046294/5 September 2, 2020. Supersedes Technical Service Bulletin Group 91 number 20-82 dated July 10, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2017	All	MMI Radio Plus

## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised title Revised <i>Condition</i> (Removed Tip and escalated Note) Revised <i>Service</i> (Updated procedure) Revised <i>Warranty</i> (Updated table)
4	07/10/2020	Revised <i>Condition</i> (Added Tip not to perform on 91U7 vehicles)
3	03/17/2017	Revised <i>Condition</i> (Added video clip URL and QR code)

### Customer states:

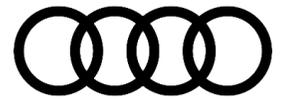
- The vehicle is equipped with MMI Radio plus (PR Code 7UH).

One or both of the following concerns is applicable:

- When using Bluetooth hands-free calling the caller hears distorted audio from the driver that can be described as a “robotic or electronic sound”. To hear two examples of the distorted audio during a Bluetooth call, see the video located at: <https://audi-external.kzoplatform.com:443/swf/player/336> (Figure 1).



Figure 1. QR code for an example of the clicking noise.



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- When trying to use Apple CarPlay the screen is blank only after using the backup camera. This issue occurs immediately after exiting the camera image by driving forward or by manually pressing the parking aid button to deactivate the backup camera image



## **Warning:**

The vehicle was built before CW22 of 2016. All cars built after should not be updated. 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.

## Technical Background

These are known software concerns which only exist on 2017 A4 vehicles which were built with the base MMI system that does not have navigation nor an internal jukebox hard drive. This MMI system is called MIB2 High Scale (or MMI Radio Plus). The concern was resolved in vehicles built after CW22/16 with SW0110 or service SW0118 or higher.

### **How to reproduce the Bluetooth hands-free call concern:**

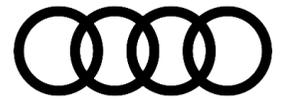
1. Pair phone to the MMI.
2. Allow the phone book to sync to the MMI.
3. Initiate a call using the MMI.
4. Ask the caller if your voice sounds distorted or electronic.

### **How to reproduce the CarPlay blank screen concern:**

1. Let the vehicle bus go to sleep (MMI must be completely asleep and not initialized).
2. Disconnect ODIS, roll up the windows, and lock the car for 3-5 minutes.
3. Once asleep, unlock and start the vehicle.
4. Connect an iPhone to the MMI using USB slot 1.
5. Allow CarPlay to load and show in the MMI display.
6. Shift the car into reverse or push the parking aid button to activate the rear camera.
7. Shift the car into drive and drive off or manually turn off the parking aid using the button.
8. At this point, the MMI screen will go black if the customer's car is affected. The audio playing from CarPlay will continue, but the MMI screen will go black.
9. To fix the concern disconnect and reconnect the iPhone from the USB.

## Production Solution

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Software improvement introduced into series production.

## Service

The service solution is to update the MMI software to SW0118 to fix the Bluetooth call and CarPlay blank screen concern when coming out of reverse only for MMI Radio plus.



### Note:

If the MMI software is SW0061 then this update can possibly remove the Speech Dialog System (VR) feature. Please test the Voice Recognition/Speech Dialog System after performing the update. If the VR/SDS feature is no longer available, a message of "Please wait" is seen after pressing the button on the steering wheel, then contact the Audi Technician's helpline. If the MMI hardware has been replaced, first perform the GFF replacement test plan before proceeding with this update.

### Required equipment:

- ODIS Tester
- MIB2 High Scale Software Update on SD Card (See required parts & tools information table below)
- SVM code MI2HSNAR130 (also listed in steps below)
- Software update instructions (audi\_mib\_two\_high\_scale\_software\_update\_instructions.pdf)

### Time to complete update:

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

### Repair procedure:

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

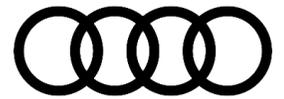


### Note:

Software versions 0061 & 0081 are only the versions that can be updated. If the MMI is at level 0110, 0116, or 0118, then this TSB does not apply. Cars built after CW22/16 have SW0110 and these vehicles are NOT compatible with this software. Updating a car with SW0110 can damage the MMI.



Figure 2. MMI Version Information



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- 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 MHS2US0138.

Vehicle	SD Creator Part Number	SVM Code
A3, A4, A5, and Q5	8V0906961AL	MHS2US0138
A3, A4, A5, and Q5	8V0906961AM	MHS2SFIX

- After the update in step 2 is finished, the changes from campaign 91U7 have to be reapplied by running SVM MHS2SFIX with SD Card 8V0906961AM.

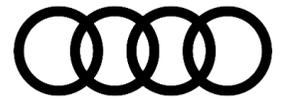
## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>110 up to 48 months/50,000 miles.</li><li>G10 for CPO Covered Vehicles - Verify Owner.</li><li>If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	9196		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software Update (Includes checking for DTCs)	0151 0000	See TSB #2050565
<b>Diagnostic Time:</b>	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
<b>Claim Comment:</b>	As per TSB #2046294/5		

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

Model	SD Card	Quantity
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A3, A4, A5, and Q5	8V0906961AL	1 per dealer (Shop tool)
A3, A4, A5, and Q5	8V0906961AM	1 per dealer (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 (2046294) 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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