



Technical Service Bulletin

91 MIB2 High Scale: reboots, Android Auto, CarPlay and various technical issues (Clu10 update)

91 20 08 2060567/1 September 3, 2020.

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

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:

- CarPlay display blank.
- Android Auto screen not filled.
- MMI reboots.
- Subwoofer setting missing.

Technical Background

Collection of software optimizations.

Production Solution

New infotainment cluster 10 update addressed the condition.

Service

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).



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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 2053598: *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.

Step	Vehicle	SD Creator Part number	SVM code
1	A4, A5	8V0906961AL	MHS2US0138
2	A4, A5	8V0906961AM	MHS2SFIX



Note:

Campaign 91U7 has to be rerun by updating the MMI with the software listed in Step 2 in the table above.

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# 2050565/2
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 #2060567/1		



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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

Model	SD Card	Quantity
A4, A5	8V0906961AL	01 (Shop tool)
A4, A5	8V0906961AM	01 (Shop tool)

Additional Information

More information on this system can be found in the following resources:

- *Elsa, Systems >> Campaigns/Actions >> Campaign 91U7: Infotainment System Software – Security Patch.*

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

- TSB 2053598, *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 (2060567) 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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