

# Technical Service Bulletin

## 91 MIB2 High Scale: Apple CarPlay cannot be started or MMI screen goes blank after iPhone is connected to USB

91 20 12 2050569/2 September 3, 2020. Supersedes Technical Service Bulletin Group 91 number 18-81 dated February 28, 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 HISTORY		
Revision	Date	Purpose
2	-	Revised title Revised <i>Service</i> (Updated procedure) Revised <i>Warranty</i> (Added table)
1	02/28/2018	Initial publication

### Customer states:

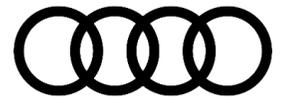
- After reversing the Audi smartphone interface (ASI) menu cannot be selected any more, although the music is still playing (Figure 1). The customer has the MIB2 High Scale infotainment system (PR Code 7UH) and the vehicle is built after CW22/16.

Or

- MMI screen goes blank after connecting iPhone to USB and the customer has the MIB2 High Scale infotainment system (PR Code 7UH). The vehicle is built after CW22/16.



Figure 1. Audi Smartphone Interface menu.



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## Technical Background

The MIB2 High Scale infotainment system (PR Code 7UH) has a known software issue which can cause the MMI screen to either turn black when Apple CarPlay is initialized or can cause an issue where the user can no longer start Apple CarPlay. When the Apple CarPlay menu option is selected the screen will flash briefly to a blank screen and then return to the main menu as seen in Figure 1. The software update provided only applies to cars built after CW22/16. For cars built before CW22/16, please see the following TSBs:

- TSB 2044130: *PSS 91 Apple CarPlay cannot be started or MMI screen goes blank after iPhone is connected to USB.*
- TSB 2046294: *91 Bluetooth call distorted audio or black screen for Apple CarPlay after using backup camera, to update the MMI software.*

## Production Solution

New MMI software 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.

This TSB replaces part of Pending Service Solution (PSS) TSB 2044130: *PSS 91 MMI screen goes blank after iPhone is connected to USB port.*

### Required equipment:

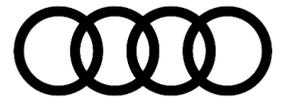
- ODIS Tester.
- SVM code.
- MIB2 High Scale Software update on SD Card (*see Required Parts and Tools* or Download the software from MirrorServer using the SD Creator Program).

### 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.



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**Method 1: Automated update using ODIS.**

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

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

## 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	As per 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 # 2050569/1		

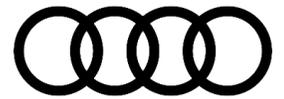
All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

## Required Parts and Tools

Vehicle	SD Creator Part number	Quantity
A4, A5	4M0906961CD	01 (Shop tool)

## Additional Information

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



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- TSB 2044130, *PSS 91 Apple CarPlay cannot be started or MMI screen goes blank after iPhone is connected to USB.*
- TSB 2046294, *91 Bluetooth call distorted audio or black screen for Apple CarPlay after using backup camera, to update the MMI software.*
- 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 (2050569) 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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