



# Technical Service Bulletin

## 91 MIB2 High: MMI reboots, CarPlay display blank, and various technical issues (Clu10 update) - A4/A5/A6/A7/TT/R8/Q7

91 20 51 2059383/3 December 18, 2020. Supersedes Technical Service Bulletin Group 91 number 20-69 dated May 21, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
R8, TT	2017	All	MIB2 High
A4, A5, A6, A7, and Q7	2016 - 2017	All	MIB2 High

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Condition</i> (Updated fixed concerns) Revised <i>Additional Information</i> (Added reference)
2	05/21/2020	Revised <i>Service</i> (Corrected R8 SVM Code and SD Card) Revised <i>Required Parts and Tools</i> (Corrected R8 SVM Code and SD Card)
1	04/29/2020	Initial publication



### 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:

- MMI no audio issues.
- Infotainment system reboots while driving.
- myAudi PIN is not accepted.
- Google Earth maps inoperable.
- Ringtone inoperable.
- Settings change by themselves.
- myAudi navigation destinations are not received.



# Technical Service Bulletin

---

- Presets being lost.
- Missing translations.
- CarPlay/Android Auto display problems.
- CD Playback position gets lost.

## Technical Background

Collection of software optimizations.

## Production Solution

New infotainment cluster 10 update addressed the condition.

## Service

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

### SVM Update Instructions

1. Follow all instructions in TSB 2047576: *91 MIB2 High Software Update Instructions (PR Code 7UG).*
2. Update the infotainment system using the SVM action code as listed in the table below, if necessary:

Vehicle	SD Creator Part number	SVM code
TT	4M0906961CJ	MHI2US1083TT
A6/A7	4M0906961DB	MHI2US0541
A4/A5/Q7	4M0906961CP	MHI2US2162
R8	4M0906961CK	MHI2US2588R8

3. Campaign 91U7 **must be** rerun after performing the update specified in this TSB!



# Technical Service Bulletin

## 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# 2047576
<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 #2059383/3		

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
TT	4M0906961CJ	01 (Shop tool)
A6/A7	4M0906961DB	01 (Shop tool)
A4/A5/Q7	4M0906961CP	01 (Shop tool)
R8	4M0906961CK	01 (Shop tool)

## Additional Information

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

- Elsa, *Systems >> Campaigns/Actions >> Campaign 91U7*.

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

- TSB 2047576, *91 MIB2 High Software Update Instructions (PR Code 7UG)*.



# Technical Service Bulletin

---

All part and service references provided in this TSB (2059383) 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.

**©2020 Audi of America, Inc.** All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.