



# Technical Service Bulletin

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**PSS 91 Rear MMI control panel (SCON) shows the message: "software update could not be downloaded"**

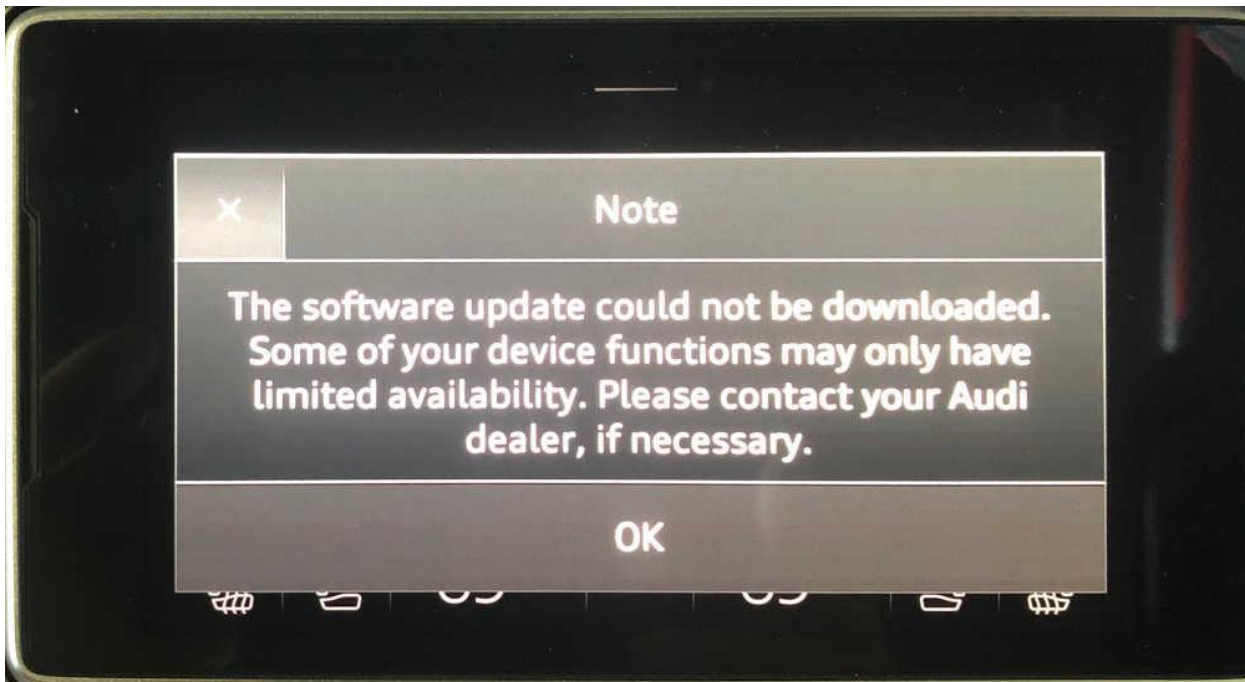
91 21 59 2061670/1 January 8, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8	2021	All	SCON

## Condition

### Customer states:

- The message "The software update could not be downloaded..." is displayed on the wireless control head (Figure 1).



*Figure 1. Message displayed on the wireless control head.*

## Technical Background

A software malfunction in MIB3 vehicles causes the message to be displayed erroneously.



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## Production Solution

Not applicable.

## Service

1. Explain to the customer that a solution is forthcoming for the 3rd quarter of 2021 and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links* >> *Service*), or through the Technical Assistance page in Elsa.

## Warranty

This TSB is informational only and not applicable to any Audi Warranty.

## Additional Information

All part and service references provided in this TSB (2061670) 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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