



# Technical Service Bulletin

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

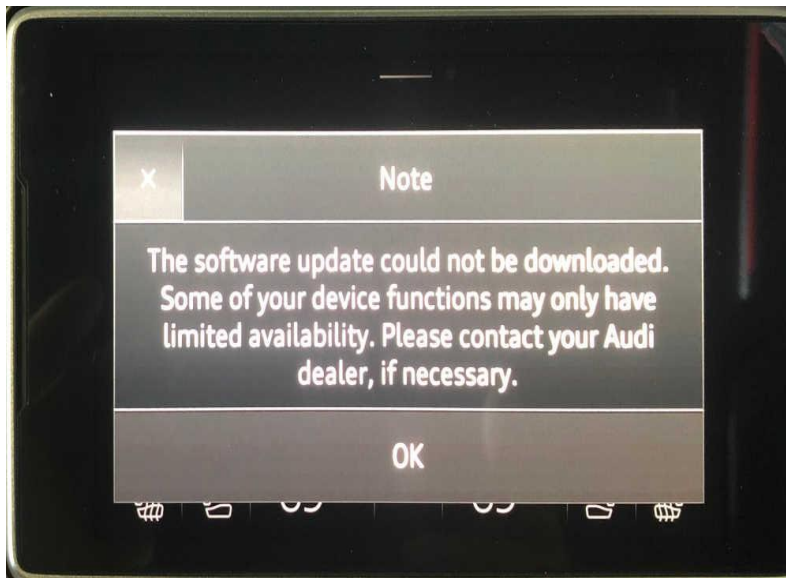
91 21 66 2062264/1 February 16, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A6 allroad, A6 Avant, S6 RS 6 Avant, A8, S8, Q7, SQ7, Q8, SQ8, and RS Q8	2021	All	RSE

## 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

This TSB replaces Pending Service Solution (PSS) TSB 2061670: *PSS 91 Rear MMI control panel (SCON) shows the message: "software update could not be downloaded."*

1. Download the update file from ServiceNet:  
<https://www.accessaudi.com/snetlijct/web/audi/audi-mmi-scripts> (Audi A8 MIB3 SCON Repair Script) (Figure 2).



**Note:**

You need to be logged into Service Net for the QR code to take you to the location.



*Figure 2. Location of the update file.*

2. Extract the downloaded file onto a FAT32 formatted **USB flash drive**.
3. Turn on the vehicle's ignition and wait for the MMI system to be fully booted up.
4. Insert the USB flash drive created in step 2 into the vehicle's USB port.  
The script should start running automatically.
5. After the script has completed execution, remove the USB flash drive from the USB port.
6. Turn off the vehicle and await a bus sleep cycle.
7. In some cases, the SCON has to be restarted. Please perform the reset by pressing the "Volume Down" button for at least 20 seconds.



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## 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>	Update Information Electronics Control Module	9196 2599	20 TU
<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 #2062264/1		

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

Tool Number	Tool Description
N/A	USB flash drive

## 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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