



# Technical Service Bulletin

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

A9121732060567\_2 February 25, 2021. Supersedes Technical Service Bulletin Group 91 number 20-08 dated September 3, 2020 for reasons listed below.

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

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Condition</i> (Added media playback concern)
1	09/03/2020	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:

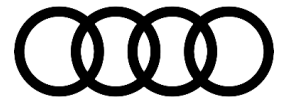
- CarPlay display blank.
- Android Auto screen not filled.
- MMI reboots.
- Subwoofer setting missing.
- CD/USB/SD playback can state “*initializing*” for multiple minutes.

## Technical Background

Collection of software optimizations.

## Production Solution

New infotainment cluster 10 update addressed the condition.



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## 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).

### 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

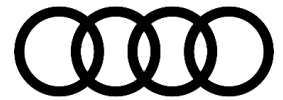


### Note:

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

## Warranty

<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



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<b>Labor Operations:</b>	Software Update (Includes checking for DTCs)	0151 0000	As per TSB# 2050565/2
<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 #2060567/2		

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:

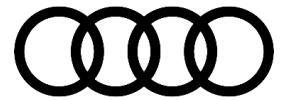
- *Elsa, Systems >> Campaigns/Actions >> Campaign 91U7: Infotainment System Software – Security Patch.*

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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