Technical Service Bulletin

91 MIB2 High Scale Software Update Instructions (PR Code 7UH)

91 21 78 2050565/3 March 2, 2021. Supersedes Technical Service Bulletin Group 91 number 19-65 dated June 18, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2016 - 2020	All	Not Applicable

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised *Service* (Added Note about corrupt SD cards)
2	06/18/2019	Revised header (Updated MIB Shortcut key attachment)
1	02/23/2018	Initial publication

The customer's vehicle has a MIB2 MMI system and requires a software update according to another Technical Service Bulletin.

Technical Background

The MIB2 MMI Radio Plus (PR 7UH) was first introduced starting with the MY2017 A4 models (including the model variants: allroad, S4, etc.). As of Calendar Year 2017, the 2017+ A3 and A4, the 2018 Q5, and 2018 A5 all can be equipped with the MIB2 High Scale MMI system (PR 7UH = Scale System without Navigation).

⚠️ **Note:**

A3 models additionally have the MIB2 standard MMI system which does not apply to this TSB.

What's New?

- Automated Software Update Process for MIB2.

- MMI software updates can be downloaded from the MirrorServer.

Automated Software Update Process using ODIS

This new generation of MMI systems allows for automated software updates using the ODIS tester. The technician is no longer required to provide any user input during the MMI software update once the update is started.

Using an SVM code, the ODIS tester will perform the following steps:

Technical Service Bulletin

- Check the installed software and verify an update is available

- Initiate the MMI software update by entering the red engineering update menu automatically

- Automatically start the update and accept starting all prompts

- Complete the update and accept ending all prompts

- Start the SVM feedback to the SVM server

- Start and complete the SVM coding, parameter setting, and any applicable adaptations.

The update can be performed using the "FLASH" section of ODIS (All Time Units will be documented). Using Guided Fault Finding is not required. If GFF is already open, then SVM can be accessed using the Special Functions Menu.

MMI software updates can be downloaded from the Mirror Server using the SD Creator

It is now possible to download the MMI software updates directly to a blank SD card without having to order the software from the Parts department. This applies to MIB2 and some older MMI3G+ software updates. The SD card part number listed in ETKA, also listed in the applicable TSB, is required to download the software update package using the SD Creator program.

For more information about the SD creator, see TSB 2047812: *00 SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*

Production Solution
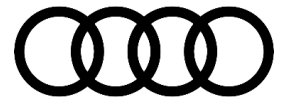
Not applicable.

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 - 50mins for the software update and 10 minutes for the SVM work).*

General MMI Software Update Process:

Technical Service Bulletin

1. To save time, always verify the customer's MMI requires the software update before proceeding. In the MMI, go to *Menu >> Settings >> Left drawer option >> Version Information* (Figure 1). This applies to models using the new MIB2 user interface. The C7 PI uses the old user interface similar to MMI3G+ along with the newer MIB2 hardware. The software version for the older user interface is found under *Menu >> Setup MMI >> Version Information.*

Figure 1. *MIB2 Software Version in MMI with new UI.*

2. Obtain the SD card from the Parts department (see *Required Parts and Tools* in applicable TSB) and skip to step 3.

   OR

   Obtain a blank SD card with at least 4GB of space and proceed with installing the SD Creator software and follow all instructions in TSB 2047812: *00 SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*

   ℹ️**Tip:** Typical setup time to download the data and have a working SD card is about 1-2hrs depending on network speed. Prepare the SD card long before starting the repair.

3. Connect a charger or battery maintainer to the vehicle that is capable of maintaining the vehicle voltage at the appropriate levels (check the current capacity of maintainer). Turn off all unnecessary battery consumers, such as LED DRL's, HVAC blower, radio volume mute, etc.).

4. Follow the steps listed in the attached document "audi_mib_two_high_nav_plus_software_update_instructions.pdf" to complete the update process using **Update Method 1:** (Preferred method). Using ODIS Flash, enter the SVM code that was provided by the main TSB and follow the instructions in ODIS to start the update process.

   ℹ️**Tip:** For MIB2 systems there are now two methods for performing software updates. It is no longer required to manually enter the Red Engineering Update menu. MIB2 software updates are now controlled by the SVM code in ODIS. Using this process the update is fully automated.

5. If there is an outage with SVM, the old method (update method 2) is still available to use, but not preferred.

   Update Method 2: (To be used only if SVM server issues occur) Enter the red engineering update menu, insert SD card, perform MMI update, and then perform the SVM documentation feedback (see attached document "audi_mib_two_high_nav_plus_software_update_instructions.pdf").

Technical Service Bulletin

⚠️ **Note:**

If error code 08 is displayed on the red engineering screen during the update, the data on the update SD card is corrupt. In that case, please reformat the SD card in FAT32 and re-download the software via SD Creator (step 2). If that does not help, please replace the SD card.

6. Only if Method 2 was used, perform the SVM feedback documentation of the information electronics control module 1, J794 (address word 005F – MMI) with SVM using the SVM code that was provided by the main TSB. To access SVM, within ODIS start *GFF >> Diagnosis >> Special functions >> Software Version Management >> SVM code input.*

Warranty

Claim Type:	• 110 up to 48 months/50,000 miles.		
	• G10 for CPO Covered Vehicles - Verify Owner.		
	• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	0039		
Labor Operations:	**Method 1: Automated update using ODIS**		
	Check control unit & Test Functionality	9196 0199	10 TU
	OR		
	Method 2: Manual update due to SVM server issues		
	Program infotainment control unit & Test Functionality	9196 0299	70 TU
Diagnostic Time:	GFF (Method 1 and 2)	0150 0000	Time stated on the diagnostic protocol (Max 100 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB # (include number from original TSB)		

Technical Service Bulletin

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

See original TSB for the table.

Additional Information

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

- TSB 2047812, *00 SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*

All parts and service references provided in this TSB (2050565) 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.