



# Technical Service Bulletin

## 91 MIB2 High: Audi Smartphone Interface's (ASI) title, album name, and artist shown as "Unknown"

91 21 95 2053257/3 April 29, 2021. Supersedes Technical Service Bulletin Group 91 number 20-32 dated November 10, 2020 for reasons listed below.

| Model(s)   | Year | VIN Range | Vehicle-Specific Equipment               |
|--|------|-----------|--|
| A3, A3 Cabriolet, S3, A3 Sportback, A3 e-tron, RS 3, A4, A4 allroad, S4, Q7, and SQ7 | 2017 | All       | MIB2 High with Audi Smartphone Interface |
| A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, Q5, and SQ5    | 2018 | All       | MIB2 High with Audi Smartphone Interface |

## Condition

| REVISION HISTORY |            |   |
|------------------|------------|---|
| Revision         | Date       | Purpose   |
| 3                | -          | Revised <i>Service</i> (Updated A3 SVM code)<br>Revised <i>Required Parts and Tools</i> (Updated A3 SVM code) |
| 2                | 11/11/2020 | Revised title<br>Revised <i>Service</i> (Added note about applicability)                                      |
| 1                | 12/13/2018 | Initial publication   |

### Customer states:

- When playing music in the CarPlay menu the title, artist, or album name are shown as "Unknown".

### Workshop findings:

- This happens mainly in the instrument cluster. The MMI displays all the music information correctly in the menu for Audi Smartphone Interface (ASI).



# Technical Service Bulletin

---

## Technical Background

The software needs to be updated.

## Production Solution

Improved MIB2 software.

## Service

### Required equipment:

- ODIS Tester.
- SVM code.
- MIB2 High 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 infotainment system using either Method 1 or Method 2 according to TSB 2047576: *91 MIB2 High Software Update Instructions (PR Code 7UG)* and use SVM code indicated below:

| Vehicle            | SD Creator Part Number | SVM Code    |
|--------------------|------------------------|-------------|
| A4, A5, Q5, and Q7 | 4M0906961BN            | MHI2QUS5087 |
| A3                 | 8V0906961AN            | MHI2US5512  |

### Method 1: Automated update using ODIS

### Method 2: Manual update due to SVM code or Server issues



#### Note:

This update is **not applicable** to MY18 A4, A5, Q5, and Q7 vehicles **produced in or after May 2018!**



# 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   | 0151 0000    | According to TSB #2047576 |
| <b>Diagnostic Time:</b>  | GFF   | No allowance | 0 TU                      |
|                          | Road test prior to service procedure  | No allowance | 0 TU                      |
|                          | Road test after service procedure   | No allowance | 0 TU                      |
| <b>Claim Comment:</b>    | As per TSB #2053257/3   |              |                           |

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

| Part Number | Part Description  | Quantity       |
|-------------|---|----------------|
| 4M0906961BN | A4, A5, Q5, and Q7<br>MMI software update (SD Card) – Or download via SD creator Software | 01 (Shop tool) |
| 8V0906961AN | A3<br>MMI software update (SD Card) – Or download via SD creator Software                 | 01 (Shop tool) |

## Additional Information

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

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



# Technical Service Bulletin

---

- 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 (2053226) 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.

©2021 Audi of America, Inc. All rights reserved. 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.