



Technical Service Bulletin

91 MIB3: Audi connect installation does not complete

91 21 16 2061257/2 August 2, 2021. Supersedes Technical Service Bulletin Group 91 number 20-27 dated November 6, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, S4, A4 allroad, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, A6, A6 allroad, A6 Avant, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, Q5, SQ5, Q7, SQ7, Q8, SQ8, RS Q8, Audi e-tron quattro, and Audi e-tron Sportback	2021	All	MIB3
Audi e-tron GT, Audi RS e-tron GT	2022	All	MIB3

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added Models)
1	11/07/2020	Initial publication

Customer states:

- The message "Audi connect installation: error during installation" is shown in the drop down menu of the MMI.



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Technical Background

The installation of the Audi connect application in the MMI freezes due to a fault in the system.

Production Solution

Not applicable.

Service

1. Use the settings menu to reset the MMI to factory default settings and then restart the system.
2. Setup of the Audi connect functions starts again and should run until completed.

Warranty

Claim Type:	<ul style="list-style-type: none">• 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:	Factory reset the MMI system	9196 9999	5 TU
Diagnostic Time:	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
Claim Comment:	As per TSB #2061257/2		

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.



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Additional Information

All part and service references provided in this TSB (2061257) 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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