



# Technical Service Bulletin

## **PSS 91 MIB3: favorites, home address, stored destinations, tile arrangement, and user-defined HVAC buttons are lost**

91 22 94 2062266/8 April 19, 2022. Supersedes Technical Service Bulletin Group 91 number 22-93 dated March 29, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, S4, A4 allroad, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2020 – 2022		
A8, A8 e quattro, and S8	2021		
RS 5, RS 5 Sportback, A6, S6, A6 allroad, RS 6 Avant, A7, A7 e quattro, S7, RS 7, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, RS Q8, e-tron quattro, and e-tron Sportback quattro	2021 – 2022	All	With MIB3
A3, S3, e-tron GT, and RS e-tron GT	2022		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
8	-	Revised Title (added more detailed description) Revised Condition (added more detailed description) Revised Service (changed expected service release date)
7	03/28/2022	Revised header (corrected filter to show for MY22 e-tron GT)



# Technical Service Bulletin

---

6	03/25/2022	Revised header (corrected filter to show for MY22 Q5)
5	12/23/2021	Revised <i>Service</i> (Added workaround)

## Customer states:

- Last destinations, favorites, home/work addresses, tile arrangement, and user-defined buttons, including on the HVAC screen are sporadically lost.

## Workshop findings:

- The concern might not be reproducible at the dealership due to it happening sporadically.

## Technical Background

A software bug can cause some user data to be lost on boot-up.

## Production Solution

This bulletin will be updated when more information is available. A solution is currently under development.

## Service

1. Explain to the customer that a solution is expected to be available in the 1<sup>st</sup> quarter of 2023 (subject to change) and that no repairs are necessary at this point. A workaround procedure has been developed and can be found below.

Do not replace any components for this condition since this will not resolve the customer's concern.

2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links* >> *Service*), or through the Technical Assistance page in Elsa.

## Workaround

As of CW 50/21, all affected vehicles have been migrated to a new connect backend that supports "Personalization 2.0". Therefore, as long as the customer is logged in to their myAudi account, and they don't have privacy settings active, the vehicle will store the favorites, and other user-specific settings on the myAudi backend system.



# Technical Service Bulletin

---

While the customer might still experience issues with lost favorites, etc., they will be recovered from the backend a short while after the MMI system is turned on and has established its connection to the myAudi backend.

## Warranty

This TSB is informational only and not applicable to any Audi Warranty.

## Additional Information

All part and service references provided in this TSB (**2062266**) 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.

©2022 Audi of America, Inc. All rights reserved. The 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.