



Technical Service Bulletin

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

91 22 51 2062266/10 November 23, 2022. Supersedes Technical Service Bulletin Group 91 number 22-09 dated June 27, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2020 – 2022	All	MIB3
RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, A7 e quattro, S7, RS 7, A8, S8, e-tron quattro, e-tron Sportback quattro, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2021 – 2022		
A8 e quattro	2021		
A3, S3, RS 3, e-tron quattro S, e-tron GT, RS e-tron GT, Q3, Q4 e-tron, and Q4 e-tron Sportback	2022		

Condition

REVISION HISTORY		
Revision	Date	Purpose
10	-	Revised <i>Header</i> (added MY22 Q4)
9	06/27/2022	Revised <i>Header</i> (added MY 22 Q3, updated software filter)



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8	04/19/2022	Revised <i>Title</i> (added more detailed description) Revised <i>Condition</i> (added more detailed description) Revised <i>Service</i> (changed expected service release date)
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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 1st 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.
2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in Access Audi (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.

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



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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.

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