Technical Service Bulletin

91 MIB3: favorites/home address/destinations lost, blue screen, various other improvements (CL35' update)

91 23 74 2069112/2 February 16, 2023. Supersedes Technical Service Bulletin Group 91 number 23-73 dated February 13, 2023, 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		
A3, S3, RS 3, e-tron S quattro, e-tron GT, RS e-tron GT, and Q3	2022		

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
2	-	Revised *Condition* (removed HVAC favorite from condition)
1	02/13/2023	Initial publication

Customer states:

- Saved addresses (including the home address), favorites, last destinations, and/or icon and shortcut order are lost sporadically.

- In extremely rare cases, the screen may turn completely blue until a bus sleep, or an MMI reboot is performed.

- **MY22 Q3 only:** The MMI gets stuck on the welcome screen while loading user information from the backend on startup.

Workshop findings:

No relevant DTCs are stored.

Technical Background

A software-related issue may cause the complaints described above.

Production Solution

Improved series software with MY23.

Service

This bulletin replaces the following Pending Service Solutions (PSS):

TSB 2062266: *PSS 91 MIB3: favorites, home address, stored destinations, tile arrangement, and user-defined HVAC buttons are lost.*

TSB 2063702: *PSS 91 MIB3: MMI display turns blue.*

TSB 2067569: *PSS 91 MIB3: System gets stuck on the welcome screen at startup.*

TSB 2064429: *PSS 91 MIB3: Function assignment to the star button is lost.*

Required equipment:

- ODIS Tester.

- SVM code.

- MIB3 Software update on USB Flash Drive (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:

⚠ **Warning:**

Technical Service Bulletin

Prior to performing the software update described in this TSB:

Check the software version of the information electronics -J794- (address word 005F).

If the software of the Information electronics is <u>lower than</u> (but not including 3696):

Model Year 2020 vehicles:

- Update the vehicle according to TSB 2067021: 91 MIB3: Garage opener/SXM/Online Radio or other various malfunctions B129B11, B129C22, B123B13, B123C13 or B200000.

Model Year 2021 vehicles:

Safety recall 91DZ has to be completed prior to the update described in this TSB.

- Update the MIB3 infotainment system using either Method 1 or Method 2 according to TSB 2060523: "*91 MIB3 Software Update Instructions*" and use the appropriate SVM code listed in the table below.

Method 1: Automated update using ODIS.

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

Vehicle	SD Creator Part Number	SVM Code
A3	Not yet available.	
A4/A5/Q3/Q5	8W0906961BB	**CL35MHI3P3853**
A6/A7/A8/Q7/Q8/e-tron/e-tron GT)	8W0906961AT	**CL35MPR3P3853**

Warranty

Claim Type:	• 110 Up to 48 Months/50,000 Miles.		
	• G10 for CPO Covered Vehicles – Verify Owner.		
	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	A839		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	See TSB 2060523
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 2069112/2		

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.

Required Parts and Tools

Model	USB Flash Drive	Quantity
A4/A5/Q3/Q5	8W0906961BB	01 (Shop tool)
A6/A7/A8/Q7/Q8/e-tron/e-tron GT)	8W0906961AT	01 (Shop tool)

Additional Information

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

- TSB 2011732: *00 Software Version Management (SVM), operating instructions.*

- TSB 2060523: *91 MIB3 Software Update Instructions.*

- 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 (**2069112**) 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.