

Technical Service Bulletin



91 MIB2+: toolbar resets, radio station issues, blue sheen on map, privacy popup, nav not in cluster, var. other malif.

91 23 75 2068233/2 February 17, 2023. Supersedes Technical Service Bulletin Group 91 number 22-38 dated October 13, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron quattro	2019	All	MIB2+
A6, A7, A8, and Q8	2019 – 2020		
Q3	2019 – 2021		
A6 allroad, S6, S7, A8 e quattro, S8, e-tron Sportback quattro, Q7, SQ7, SQ8, and RS Q8	2020		

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Updated PR Code filter)
1	10/13/2022	Initial publication

Customer states:

- The quick access toolbar resets to default settings.
- Radio stations sporadically cannot be changed.
- A blue sheen is visible on top of the whole navigation map when the remaining range display is activated.
- The privacy popup is always shown on startup, even after clicking “Do not show again”, if any privacy settings are active.
- The navigation guidance is no longer shown on the instrument cluster.
- Various other MMI malfunctions.

Technical Background



Software issues may cause the unexpected behaviors listed under “Condition”.

Production Solution

MIB3 Infotainment system is introduced in series production.

Service

This bulletin replaces the following Pending Service Solutions:

- 2062388/1: *PSS 91 MIB2+ High: The quick access toolbar resets itself to factory settings.*
- 2062386/1: *PSS 91 MIB2+ High: radio stations sporadically cannot be changed.*
- 2062341/1: *PSS 91 MIB2+: Blue sheen on top of the map display.*
- 2060474/3: *PSS 91 MIB2+ High: privacy pop-up is always shown with active privacy settings.*
- 2060478/1: *PSS 91 MIB2+ High: navigation guidance is no longer shown in the instrument cluster.*

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:

- Please make sure that the vehicle has software **2711**, **2716**, or **2718** on the Infotainment control module -J794- (diag. addr. 005F)
- If the installed software is **lower than** 2711, 2716, or 2718, this update may not be run on the vehicle at this time, as it may completely incapacitate the Infotainment system of the vehicle. In such a case, a required part replacement would not be covered under warranty.
- If the installed software is **lower than** 2711, 2716, or 2718, please make sure that all applicable service campaigns have been performed successfully on the vehicle, in particular campaign 91Y3 (A8 only) / 91X4 (all other vehicles). After performing this campaign, the Infotainment should be updated to SW 2711, 2716, or 2718 and this TSB can be performed.
- Update the MIB2+ High infotainment system using either Method 1 or Method 2 according to TSB 2056558: *91 MIB2+ Software Update Instructions* and use the appropriate SVM code listed in the table below.



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Before performing the update, please deactivate the “Automatic online map update” function in the MMI under “Settings” >> “System update”.

Reactivate the function after the update.

Method 1: Automated update using ODIS.

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

Vehicle	PR Number	SD Creator Part Number	SVM Code
A6/A7/A8/e-tron/Q7/Q8	I8T	4K0 906 961AC	MH2PUS2873
A6/A7/Q7/Q8	I8V	4K0 906 961 T	MH2PUS2873
Q3	I8T	4K0 906 961 Q	MH2PUS2873

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 of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9196		
Damage Code:	0039		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	See TSB 2056558
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 2068233/2		

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	PR Code	SD Card	Quantity
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A6/A7/A8/e-tron/Q7/Q8	I8T	4K0 906 961AC	01 (Shop tool)
A6/A7/Q7/Q8	I8V	4K0 906 961 T	01 (Shop tool)
Q3	I8T	4K0 906 961 Q	01 (Shop tool)

Additional Information

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

- TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
- TSB 2056558: *91 MIB2+ 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 (**2068233**) 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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