



Technical Service Bulletin

91 MIB3: MMI sidebar missing

91 23 40 2071928/1 October 30, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8 e quattro	2021		
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, 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	All	Not Applicable
A3, S3, RS 3, e-tron S, e-tron GT, RS e-tron GT, Q4 e-tron, and Q4 e-tron Sportback	2022		

Condition

Customer states:

- The sidebar in the MMI (see *Figure 1*) is permanently missing.
- The MMI starts directly into the settings menu, making it impossible to use the infotainment system as intended.



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Figure 1: MMI sidebar

Technical Background

A software related issue may cause the sidebar to disappear.

Production Solution

New information electronics software for MY23.

Service

Required equipment:

- MIB3 script on USB flash drive (see *Required Parts and Tools* or download the software from MirrorServer using the SD Creator Program).

Step Action

1. Turn on the ignition.
2. Wait approximately 5 minutes (to ensure the MIB has started fully)

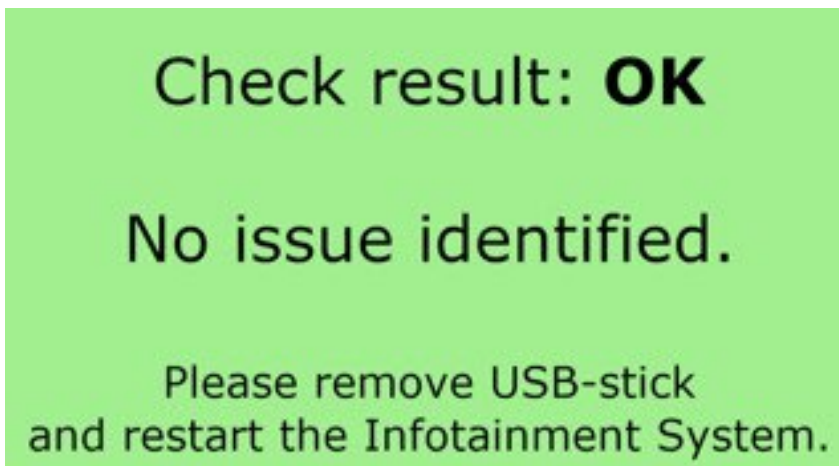


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3. Insert the USB stick into the USB port on the affected vehicle
4. Wait until the following message is displayed:



5. Turn off the ignition and lock the doors.
6. Wait approximately 5 minutes (ensure that the vehicle enters sleep mode)
7. Unlock the vehicle doors again
8. Remove the USB stick from the USB port
9. Turn on the ignition
10. Wait approximately 5 minutes (to ensure the MIB has started fully)
11. Re-insert the USB stick into the USB port on the affected vehicle
12. Check the following message is displayed to ensure that no software issues are detected:






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- Remove the USB stick from the USB port

Feedback documentation for this procedure via SVM code is not necessary.

 NOTICE
<p>If the green message (step 12) already appears at step 4, the control unit for information electronics (J794) is not affected by the software issue described above. In this case, diagnosis of the problem is outside the scope of this TSB.</p>

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:	Program display and operating unit	9196 2599	30 TU
	Check vehicle (bus sleep mode)	0689 0199	10 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 2071928/1		

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
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A3/A4/A5/A6/A7/A8/Q3/Q4/Q5/Q7/Q8/e-tron/e-tron GT	8WD906961	01 (Shop tool)
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Additional Information

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

- 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 (**2071928**) 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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