Technical Service Bulletin

91 MIB3: Garage opener/SXM/Online Radio or other malfunctions B129B11, B129C22, B123B13, B123C13, U044700 or B200000

91 24 60 2067021/5 January 25, 2024. Supersedes Technical Service Bulletin Group 91 number 22-24 dated August 26, 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	All	MIB3

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
5	-	Updated title (added new DTC) Updated *Condition* (added new DTC) Updated *Warranty* (added note about running test plans)
4	08/26/2022	Update *Condition* (added additional customer statements)
3	08/11/2022	Update *Warranty* (updated damage code and labor ops) Update *Service* (added note)

> ⓘ **NOTICE**
>
> **Check whether any open field campaigns are shown for the vehicle before performing the repair described here. It is essential that any open field campaigns are performed before the software update described here is run. If all open field campaigns have not be performed, it may not be possible to perform the repair described in this TSB. If this is the case, it will not be possible to run the first SVM code.This TSB describes a repair consisting of a software update with multiple steps, and multiple update procedures.**

Customer states:

This software update addresses various MMI customer complaints on MY20 A4 and A5 vehicles, including:

- Garage door opener button in the drop-down menu is grayed out while driving.

- Garage door opener geolocation feature inoperable.

- Sirius XM tile grayed out.

- Online Radio tile grayed out.

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- SOS Malfunction displayed in the instrument cluster.

- Connect/Bluetooth/Wi-Fi inoperable.

- Control Module for Telematics (ConBox) -J949- (address word 0075), no communication.

- DTC **B129B11** or **B129C11** entered in Control Module for Telematics (ConBox) -J949- (address word 0075)

- DTC **B129B13** or **B129C13** entered in Control Module for Telematics (ConBox) -J949- (address word 0075)

- SOS Malfunction with DTC **B200000** Control Module Faulty stored in the Control Module for Telematics (ConBox) -J949- (address word 0075) – please also see **TSB 2059528** in order to clear the fault prior to running the update in this TSB.

- DTC **U044700** entered in the Aux Battery (address word 0080).

- Voice recognition quality and keyword activation with "Hey Audi" cannot be used.

- Scratching / whistling noises when using the hands-free system.

- Various other technical malfunctions.

> ⓘ **NOTICE**
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> **A valid technical customer complaint is required for this TSB to be applicable. Please note the customer complaint in the claim comments, otherwise the clam may be denied by warranty.**

Technical Background

Software-related malfunctions may cause various issues.

Production Solution

New MIB3 software implemented in production with MY22.

Service

> ⓘ **NOTICE**
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> **This TSB describes how to perform software updates for multiple control units in the vehicle. It is essential that all of the software updates described are performed in full.**

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 90 minutes

Service work:

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> **Please make sure that the Data Bus On Board Diagnostic Interface –J533- (address word 0019), Information Electronics –J794- (address word 005F) and the Emergency Call Module and Communication Unit (ConBox) –J949- (address word 0075) are accessible via diagnostics before starting the update procedure.**

Should any of those modules not be accessible via ODIS diagnostics, please follow the appropriate test plans / TSBs to resolve the issue before starting the update described below.

Remark: While this update should prevent future communication issues with the ConBox, it needs to be accessible in order for this update to be run.

1. Activate flight mode in the emergency call module.

   - Activate flight mode directly via "Self-diagnosis" in address word 0075. Path: ***Adaptation>>Basic functions connect>>Flight mode>>Activate/deactivate.***

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> **The first SVM code may not start if all field campaigns haven't been completed on the vehicle.**

1. Update the MIB3 infotainment system using either Method 1 or Method 2 according to TSB 2060523: *91 MIB3 Software Update Instructions* and use SVM Code **CL35A001MLBNAR**.

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> **Should the update fail with the error ERP0058I, please exit the diagnostic session and update the vehicle via the red engineering menu (method 2).**

1. Perform a bus sleep cycle by removing the diagnostic dongle, turning off the ignition of the vehicle, and locking the doors. Wait until the illumination of all buttons in the vehicle has turned off before continuing.

2. Switch ODIS to DoIP communication.
   Select the following from the drop-down menu in the ODIS tester:
   Administration/General/GFF Process/Communication path – option to select communication path to ***only allow DoIP communication.***
   Then select "Flash" mode.

3. Update the control module for telematics -J949- (0075) and the diagnostic interface for databus -J533- (0019) using SVM code **CL35A002MLBNAR**.
   This step includes an inactive period (flashing time) of approximately 40 minutes. This is taken into consideration in the warranty accounting instructions.

4. Calibrate the diagnostic interface for databus -J533- (0019) using SVM code **CL35A003MLBNAR**.

5. Deactivate flight mode in the emergency call module.

Deactivate flight mode via "Self-diagnosis" in address word 0075. Path: **_Adaptation>>Basic functions connect>>Flight mode>>Activate/deactivate_**.

6. Perform a bus sleep cycle by removing the diagnostic dongle, turning off the ignition of the vehicle, and locking the doors. Wait until the illumination of all buttons in the vehicle has turned off before continuing.

7. If the DTC "**U044700: Diagnostic interface for data bus module 1 implausible signal malfunction type 2: active/static, symptom 4125**" is stored **AFTER** updating, proceed as follows:

    a. Start the engine / establish readiness to drive.

    b. Set the gear selector to D.

    c. Wait 5 seconds.

    d. Set the gear selector back to P.

    e. Cycle the ignition.

    f. Clear the DTC.

8. Before releasing the vehicle, check the status of the emergency call LED in the roof module. If it is not green, follow applicable TSBs and repair steps. If necessary, this should be entered as a separate claim as it is outside of the scope of this TSB.

Method 1: Automated update using ODIS.

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

Vehicle	SD Creator Part Number	SVM Code
A4/A5	8W0906961R	**CL35A001MLBNAR**

Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
A4, A5	*	*	8W0907468F	0613	**CL35A002MLBNAR**
	4KE035282A 4KE035282B	0239 0190	8W0035282A	0239	
	4KE035283A 4KE035283B	*	4KE035283F	0372	

Model	Old Target Data Container Number	Old Target Data Container Version	New Target Data Container Number (or higher)	New Target Data Container Version (or higher)	SVM Code Input

Internal

A4, A5	*	*	8W0909515VM	*	**CL35A003MLBNAR**

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:	Complaints about e-call or online services: 9145 Complaints about MMI functions: 9196		
Damage Code:	T039		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 200 TU)
	Software Update via REM (only if required, see note in step 2)	9196 2599	70 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 2067021/5		

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.

⚠️ **CAUTION**

Please do not perform any test-plans for DTCs that are listed as solved with this update. If test-plans are on the GFF logs for any of the faults listed above, the time used for them may be debited.

Required Parts and Tools

Part number for MMI update medium:

Model	USB Flash Drive	Quantity

A4, A5	8W0 906 961 R	01 (Shop tool)

You must not use an SD card with an adapter USB stick.

The USB stick and the time to download the software via the SD creator cannot be billed.

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 (**2067021**) 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.

Internal