



Technical Service Bulletin

91 PSS MIB3: Radio favorites lost / shortcuts grayed out on lower

91 24 90 2073135/2 April 3, 2024. Supersedes Technical Service Bulletin Group 91 number 24-77 dated February 23, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, and RS 5 Sportback	2020 - 2023	All	MIB3
A8 e quattro	2021		
A7 e quattro	2021 - 2022		
A6, A6 allroad, S6, RS 6 Avant, S7, RS 7, A8, S8, e-tron quattro, e-tron Sportback quattro, Q5, Q5 e quattro, Q5 Sportback, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2021 - 2023		
A3, S3, RS 3, e-tron S, e-tron GT, RS e-tron GT, and Q3	2022 - 2023		
Q4 e-tron quattro, and Q4 Sportback e-tron	2022 - 2024		
Q4 RWD	2023 - 2024		

Condition

REVISION HISTORY		
Revision	Date	Purpose



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2	-	Revised <i>header</i> (corrected VIN filter)
1	02/23/2024	Initial publication

Customer states:

- Radio favorites are sporadically lost.
- On vehicles with dual MMI screens, some or all radio shortcuts on the lower screen are grayed out (see *Figure 1*).



Figure 1: Favorite grayed out.

Workshop findings:

- No relevant DTCs are stored.

Technical Background

A software related issue can cause the favorites to be lost/grayed out.

Production Solution

This bulletin will be updated when more information is available. A solution is currently under development.

Service



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1. Explain to the customer that a solution is expected to be available by the end of the 4th quarter of 2024 (subject to change) and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*).



NOTICE

TSB 2069112: 91 MIB3: favorites/home address/destinations lost, blue screen, various other improvements (CL35' update) contains a software update for the MMI that fixes navigation favorites and Home/Work addresses being lost sporadically.

- This PSS applies only to radio favorites being lost or grayed out.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2073135**) 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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