



Technical Service Bulletin

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

91 24 36 2068233/3 July 31, 2024. Supersedes Technical Service Bulletin Group 91 number 23-75 dated February 17, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2019 – 2021	All	MIB 2+
A6, A7, A8, e-tron, and Q8	2019 – 2020		
A6 allroad, S6, S7, A8 e quattro, S8, e-tron Sportback quattro, Q7, SQ7, SQ7, and RS Q8	2020		

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Warranty</i> (Updated warranty table)
2	02/17/2023	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”.



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Production Solution

MIB3 Infotainment system is introduced in series production.

Service

This bulletin replaces the following Pending Service Solutions:

- 2062388: PSS 91 MIB2+ High: The quick access toolbar resets itself to factory settings.
- 2062386: PSS 91 MIB2+ High: radio stations sporadically cannot be changed.
- 2062341: PSS 91 MIB2+: Blue sheen on top of the map display.
- 2060474: PSS 91 MIB2+ High: privacy pop-up is always shown with active privacy settings.
- 2060478: 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.



NOTICE

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.



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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:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	L039		
Labor Operations:	Method 1: Automated update using ODIS		
	Software update	0151 0010	See SRT with associated operations
	Software update	0150 0060	Time stated on the diagnostic protocol
	Method 2: Manual update		
	Program display and operating unit	9196 2599	50 TU
	GFF / Guided Functions	0150 0060	Time stated on the diagnostic protocol
Charge Battery	2706 8950	See SRT with associated operations	
Claim Comment:	As per TSB 2068233/3		

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



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Model	PR Code	SD Card	Quantity
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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