



# Technical Service Bulletin

## PSS 91 MIB3: "Loading system. Please wait..." displayed after driving for an extended period

91 24 57 2075325/1 September 18, 2024.

| Model(s)   | Year | VIN Range | Vehicle-Specific Equipment |
|--|------|-----------|----------------------------|
| A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriole, S5 Sportback, RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, e-tron, e-tron Sportback, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8 | 2023 | All       | Not Applicable             |

### Condition

#### Customer states:

After driving for a while, the following message is displayed on the MMI display:

"Loading system. Please wait..." (see Figure 1).

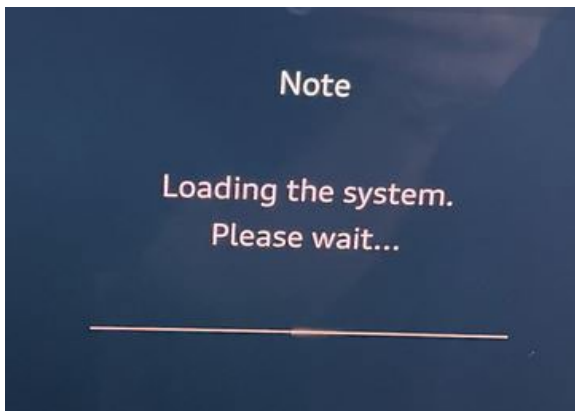


Figure 1: MMI message.

- When this message appears, the MMI system can no longer be operated via the display.
- The MMI system continues to run in the background and audio is output.
- The system can be operated using the multifunction steering wheel controls.



# Technical Service Bulletin

---

## Workshop findings:

- The customer complaint cannot always be reproduced as this behavior only occurs after driving for a while.
- The message remains active for the entire bus cycle until the vehicle is stationary and parked for an extended period of time.
- The MMI functions normally without any issues the next time the vehicle is used.



### NOTICE

If the message “Loading the system. Please wait...” only appears for a short time after starting the system, this PSS does not apply.

## Technical Background 1

Software issue on the control unit one for information electronics -J794- (address word 005F)

## Production Solution

Model year 2025

## Service

1. Explain to the customer that the implementation of a solution currently being checked and that those checks are estimated to be completed in December 2024 (subject to change).
2. No repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer’s concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*).

### Workaround:

Restart the MMI:

- Press and hold the on/off button for at least 10 seconds.
- The MMI screen goes dark temporarily and the MMI restarts.
- The system can then be operated normally again.
- However, the complaint can reoccur.

## Warranty

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



# Technical Service Bulletin

---



## NOTICE

**Replacing parts or attempting repairs will not fix the problem. Unjustified labor / replacement parts will be charged back. Invoicing under warranty is not permitted.**

## Additional Information

All part and service references provided in this TSB (**2075325**) 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.

©2024 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.