

Technical Service Bulletin

Topic	91 MIB2+: toolbar resets, radio station issues, blue sheen on map, privacy popup, nav not in cluster, var. other malf.
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2068233/4
Level	EH
Status	Released for publishing
Release date	Mar 4, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> software update -> information electronics control module software update	control modules, services -> error message	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> screen display	functionality -> no function	front
information, navigation, communication, entertainment -> navigation mode -> map display (MAP)	functionality -> no function	
information, navigation, communication, entertainment -> telephone operation -> selecting telephone mode (TEL)	functionality -> no function	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions	functionality	
information, navigation, communication, entertainment -> radio operation -> select radio mode (RADIO)	functionality -> no function	

Vehicle data

A6 / A7 / A8 / e-tron / Q7 / Q8

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4A*	2019	A		*	*	*
4A*	2020	A		*	*	*
4K*	2019	A		*	*	*
4K*	2020	A		*	*	*
4M*	2020	A		*	*	*
4MN*	2019	A		*	*	*
4N*	2019	A		*	*	*
4N*	2020	A		*	*	*
GE*	2019	A		*	*	*

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
GE*	2020	A		*	*	*

PR numbers

PR numbers
? :with I8T ? :and ? :with 7UG ? :and ? :without I8V
? :or ? :with I8V

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
005F - Information electronics 1	*	2716	*	*
005F - Information electronics 1	*	2711	*	*

Q3

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F3*	2019	A		*	*	*
F3*	2020	A		*	*	*
F3*	2021	A		*	*	*

PR numbers

PR numbers
? :with I8T

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
005F - Information electronics 1	*	2711	*	*
005F - Information electronics 1	*	2716	*	*
005F - Information electronics 1	*	2718	*	*

Documents

Document name
master.xml
note.jpg



Connection offline

Technical Service Bulletin

Transaction No.: **2068233/4**

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

Release date: Mar 4, 2025

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Service</i> (Updated Service information) Revised <i>Warranty</i> (Updated warranty table)
3	01/31/2025	Revised <i>Warranty</i> (Updated warranty table)
2	02/17/2023	Revised header (Updated PR Code filter)

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”.

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).

Prerequisites for update:

This update must only be performed after ensuring that field campaign 91X4 or 91Y3 (only for A8) has been performed successfully.

From model year 2020 onwards, the systems were delivered from the factory with software version 2711; no previous update is required in such cases and the update to version 2873 can be started.

IMPORTANT:

Before starting the update, please check whether control unit 1 for the Infotainment control module, J794 (diagnostic address 005F) has software version **2711**, **2716** or **2718**.

If the software version is **lower**, this update must **not** be performed.

In this case, check whether field campaign 91X4 / 91Y3 has been performed successfully and perform the update according to the relevant instructions if necessary.

If the software version **2711**, **2716** or **2718** is installed on the Infotainment control module, J794 (diagnostic address 005F), proceed as follows:

Update:



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.

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.

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

Replacing parts will not fix the problem. If parts are replaced without good reason, they will be charged back.

Warranty

Claim Type:	<ul style="list-style-type: none"> • 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 2068233/4		

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	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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