

Technical Service Bulletin

Topic	91 MMI: overview of customer service packages MLB and MQB for MIB3/ConBox/OCU3/AED2/gateway after UNECE deployment
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2079416/1
Level	EH
Status	Released for publishing
Release date	Sep 26, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> controlling infotainment with buttons, controls, screen	functionality	
information, navigation, communication, entertainment -> telephone operation	functionality	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> software update -> customer update	control modules, services -> error message	
information, navigation, communication, entertainment -> malfunction display symbols -> interference display for emergency call service	functionality -> activates	
information, navigation, communication, entertainment -> instrument cluster, displays, screens	functionality	
information, navigation, communication, entertainment -> settings	functionality	
information, navigation, communication, entertainment -> screen settings	functionality	
information, navigation, communication, entertainment -> Infotainment system operation with multifunction steering wheel	functionality	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions	functionality	
information, navigation, communication, entertainment -> Telematics, online services	functionality	
information, navigation, communication, entertainment -> audio, video, television	functionality	
information, navigation, communication, entertainment -> operation, control, speech input	functionality	
information, navigation, communication, entertainment -> audio playback, audio settings	functionality	
information, navigation, communication, entertainment -> telephony	functionality	
information, navigation, communication, entertainment -> media playback	functionality	
information, navigation, communication, entertainment -> radio operation	functionality	
information, navigation, communication, entertainment -> navigation mode	functionality	
information, navigation, communication, entertainment -> Online Services	functionality	

Vehicle data

MQB CI3A/3B

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8Y*	2024	A		*	*	*
8Y*	2025	A		*	*	*
F3*	2024	A		*	*	*
F3*	2025	A		*	*	*

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
005F - Information electronics 1	*	41*	*	*
005F - Information electronics 1	*	4318	*	*

MLB evo2 with CI39

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4A*	2024	A		*	*	*
4A*	2025	A		*	*	*
4K*	2023	A		*	*	*
4K*	2024	A		*	*	*
4K*	2025	A		*	*	*
4M*	2023	A		*	*	*
4M*	2024	A		*	*	*
4M*	2025	A		*	*	*
4N*	2023	A		*	*	*
4N*	2024	A		*	*	*
4N*	2025	A		*	*	*
F8*	2024	A		*	*	*
F8*	2025	A		*	*	*
GE*	2024	A		*	*	*

PR numbers

PR numbers
?:without B36

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
005F - Information electronics 1	*	4404	*	*
005F - Information electronics 1	*	40*	*	*

MLB evo1 High CI39

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8W*	2024	A		*	*	*
F5*	2024	A		*	*	*
FY*	2024	A		*	*	*

PR numbers

PR numbers
?:without B36

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
005F - Information electronics 1	*	4404	*	*
005F - Information electronics 1	*	40*	*	*
005F - Information electronics 1	*	42*	*	*

MLBevo 2 with CI3B

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4A*	2025	A		*	*	*
4K*	2025	A		*	*	*
4M*	2025	A		*	*	*
4N*	2025	A		*	*	*
F8*	2025	A		*	*	*

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
005F - Information electronics 1	*	42*	*	*
005F - Information electronics 1	*	43*	*	*

MLB evo1 High CI3B

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8W*	2025	A		*	*	*
F5*	2025	A		*	*	*
FY*	2025	A		*	*	*

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
005F - Information electronics 1	*	43*	*	*

Documents

Document name
master.xml

Condition

Customer states:

Various complaints regarding infotainment and connectivity

Workshop findings:

Another TSB refers you to this one for an overview of the upcoming customer service updates.

Technical Background

The service info provides an overview of the planned deployment of customer service packages for MLB and MQB vehicles equipped with the MIB3 system. Depending on the vehicle model and country, the following control units may be updated as part of a customer service package:

Diagnostic address	Control unit name
0x005F	Control unit 1 for information electronics
0x0075	Emergency call module and communication unit
0x0019	Data bus diagnostic interface (gateway)
0X078E	Android control unit 2

Production Solution

This is software for service work. No deployment in series production.

Service

A technical solution is currently being implemented. The solution is currently planned to be available in the weeks listed in the table below.

Note: The target date communicated here is based on planning and is not binding. During the validation, technical and regulatory approval of measures, there may be delays or hindrances in providing the measure throughout the entire process. This must be considered accordingly when communicating with customers.

The regions described in the table can be assigned based on the PR number of the region code. The updates are not to be expected before the specified quarter. If a TSB number is stated instead of a quarter, please refer to and follow the instructions in the specified TSB.

PR Number	Expected date of update
MLB, MQB	Q4/25

Warranty

Please do not bill repairs under this TSB. This TSB is for reference only; billing info can be found in the relevant TSB for the software update instructions.

Additional Information

All part and service references provided in this TSB (**2079416**) 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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