

Service Action

Code: 91MM



Subject Infotainment System Software

Document History

Date	Summary
10/15/2025	Updated work instructions: <ul style="list-style-type: none"> • Clarified instructions if green emergency call LED is not illuminated before the software update • Added reference to a TSB if there are issues with the emergency call system after the software update
08/15/2025	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2020	A4 ALLROAD	334
USA	2020	2020	A4 SEDAN	4,302
USA	2020	2020	A5 CABRIOLET	337
USA	2020	2020	A5 COUPE	339
USA	2020	2020	A5 SPORTBACK	1,187
USA	2020	2020	S4 SEDAN	455
USA	2020	2020	S5 CABRIOLET	132
USA	2020	2020	S5 COUPE	136
USA	2020	2020	S5 SPORTBACK	292
CAN	2020	2020	A4 ALLROAD	100
CAN	2020	2020	A4 SEDAN	818
CAN	2020	2020	A5 CABRIOLET	31
CAN	2020	2020	A5 COUPE	47
CAN	2020	2020	A5 SPORTBACK	421
CAN	2020	2020	S4 SEDAN	94
CAN	2020	2020	S5 CABRIOLET	40
CAN	2020	2020	S5 COUPE	71
CAN	2020	2020	S5 SPORTBACK	248

Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.

- ✓ Campaign status must show "open."
- ✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.

About this Service Action

Some customers have reported unexpected reboots of the infotainment system.

After a thorough investigation, Audi has determined this change originated outside of Audi and that the issue was triggered by a broadcast change made by SiriusXM, which interacts with the infotainment software in a way that was not anticipated in the original system design.

Audi is providing a software update to correct the infotainment system behavior and prevent further reboots. This software delivers enhanced system robustness, multiple bug fixes, and additional performance improvements.

SiriusXM implemented a temporary broadcast adjustment to help stabilize system performance while updates are being applied.

Code Visibility On or about August 15, 2025, the campaign code will be applied to affected vehicles.

Owner Notification Owner notification will take place in August 2025. Owner letter examples are included in this bulletin for your reference.

Campaign Expiration Date This campaign expires on **August 15, 2030**. Work must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this work performed after the expiration date, your normal costs associated with this work will apply.

Additional Information **Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action *open on the day of repair* to the repair order.

If a customer declines campaign work, refer to the “Customer Declines Campaign/Update Repair” section in the Campaign/Update Policy and Procedures Manual.

Service Number	91MM		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	0151 00 10	SEE ELSA	Software update <i>(setup + battery charger)</i>
	0151 00 40	60	Software update
	<p><i>NOTE: When carrying out this measure, time stamps are not required for billing under warranty.</i></p> <p><i>You are therefore permitted to work on other vehicles at the same time.</i></p>		

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Subject: Service Action 91MM – Infotainment System Software

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2020 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this Service Action:

Some customers have reported unexpected reboots of the infotainment system. After a thorough investigation, Audi has determined this change originated outside of Audi and that the issue was triggered by a broadcast change made by SiriusXM, which interacts with the infotainment software in a way that was not anticipated in the original system design.

Audi is providing a software update to correct the infotainment system behavior and prevent further reboots. This software delivers enhanced system robustness, multiple bug fixes, and additional performance improvements. This work will take about two hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

SiriusXM implemented a temporary broadcast adjustment to help stabilize system performance while updates are being applied.

What should you do?

In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this work. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

Additional Information

- This service action will be available for you free of charge **only until August 15, 2030**. If you wish to have this service performed after that date, your dealer's normal costs associated with this repair will apply.
- If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.
- If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.
- To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the Recall/Service Campaign Lookup tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Subject: Service Action 91MM – Infotainment System Software

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2020 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

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- If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.
- If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

We apologize for any inconvenience this matter may cause; however, we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

Required Tools

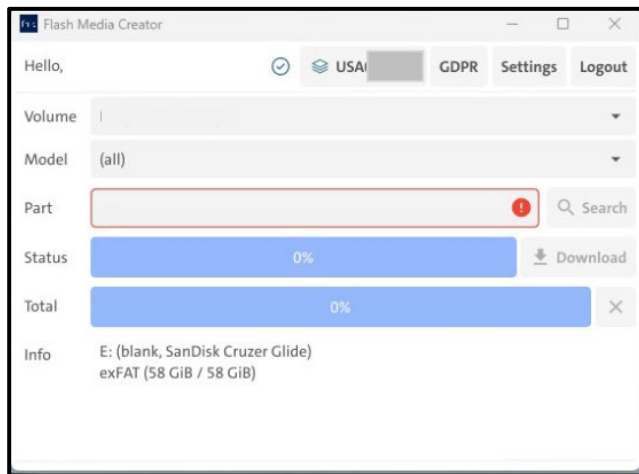


Battery Tester/Charger
-VAS5908-
(or equivalent charger with
a current rating of at least
90A)



Diagnostic Tester
-VAS6150X/VAS6160X-
(or equivalent)

Required USB Drive



- The required software will have to be downloaded onto a USB drive using the Flash Media Creator (FMC).

TIP

See ODIS Service communication AOS-25-48 for more information about the Flash Media Creator for use with the D3 Edgebox.

- Minimum size of USB drive = 4 GB
- **Do not use USB drives over 32GB. If a USB drive larger than 32GB is used, the vehicle may not load the software update.**

NOTE

- The required USB drives cannot be ordered via the parts ordering system, they must be created using the FMC program.
- The required USB drive is a servicing material. Therefore, the cost of the USB drive will not be reimbursed.
- The USB drive can be used for future software updates.
- Do not use an adapter.

SD Card Creator Part Number

8W0.906.961.R

Repair Instruction

Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

Campaign/Action	Start	Designation
← 3	2015-11-10	W-SERV_ACT -
	2016-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

CRITICAL REPAIR STEP



All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

Proceed to Section B

NOTE

- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

Section B – Software Update Instructions

NOTE

Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;

- ✓ **The ODIS software is completely up to date.**
 - Refer to the “Current ODIS Service Version” circular found in Elsa2Go Service References.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
 - Battery voltage must remain above 12.5 volts **(or higher, if directed in the work instructions)** for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
 - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
 - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **Flash process through “Audi Flashing” not Guided Fault Finding (GFF).**
 - DO NOT USE Guided Fault Finding (GFF) to perform this flash. Using GFF will cause the flash to take longer. Requests for additional time will not be considered.
- ✓ **The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.**
 - Performing a software update using a Bluetooth or Wi-Fi connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth or WiFi.

NOTE

- All campaign software updates must be completed during a single, standalone ODIS Diagnostic Session. You must fully complete this campaign and send all logs before beginning any other campaigns or operations.
- If there are any ODIS “Hot-Fix” patches installed, they must be removed from the scan tool before beginning this operation. ODIS “Hot-Fix” patches may affect the update process.

WARNING

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

! IMPORTANT

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2011732: *Software Version Management (SVM) Operating Instructions* for the US, or 2037026: *Working with the Software Version Management (SVM)* for Canada.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

STEP 1: Check status of emergency call LED:

- Check and document the current status of the emergency call LED in the overhead console.
- If the emergency call LED is RED, or not illuminated, pre-existing issues should be addressed prior to completing the 91MM. Diagnosis and repair of any pre-existing issues are not covered by this campaign. Reference TSB 2079652 (US) / 2055311 (Canada) for emergency call module troubleshooting information.

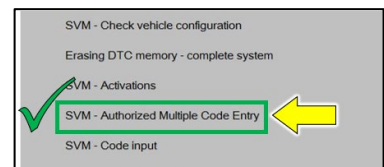
STEP 2: Software update for emergency call module (0075), diagnostic interface (0019), information electronics (005F) and calibration of instrument cluster (0017):

- Switch off all consumers, air conditioning, heater blower motor, lights, heated seats, etc.
- Connect battery charger.
- Ensure the latest version of ODIS is downloaded.
- Ensure diagnostic head is connected to ODIS tester via USB cable.
- Move selector lever to P.
- Turn on the hazards.

! IMPORTANT

The flash procedure listed below uses a new SVM process for the software update. Please read the instructions below prior to starting the flash.

- Use operating mode, FLASH.
- Select **“SVM – Authorized Multiple Code Entry”**.
- **Do not use “SVM – Code Input”**.



- For the new software update program, the following SVM code must be entered exactly, including commas and without spaces (recommendation: scan QR code with hand-held scanner or copy and paste the SVM code chain).

91MMA521,FLIGHTON0075MLB,TGU1MDMVB,CL35A001MLBNAR,ZGDOIP,CL35A002MLBNAR,CL35A003MLBNAR,FLIGHTOFF0075MLB

- The test program will prompt you to use the USB medium.
- The USB-C stick can be removed after completing the program.



 **NOTE**

- The vehicle uses acoustic signals and flashing lights to indicate when user input is required during the software flash, and at the end of the test program.
- During the flashing process, work on other vehicles can be performed.
- When carrying out this action, time stamps are not required for billing under warranty.

STEP 3: Perform Bus Sleep:

- Put the vehicle in bus sleep mode after performing the software update.
- Switch the ignition back on and start the MMI.

STEP 4: Check emergency call LED:

- Check whether the emergency call LED in the overhead console lights up in green again (ensure cellular signal is available).
- If the LED does not turn green, but was prior to starting the software update, please reference TSB 2079652 (US) / 2055311 (Canada) to address the issue.

STEP 5: End diagnostic session:

- Upload the log to GFF Paperless.
- **Proceed to Section C**

 **IMPORTANT**

If the software update fails for any reason, ODIS feedback must be sent prior to further diagnosis. This ensures the failure/error is reported. Failure to do so may result in non-payment of consequential requests for additional time or parts.

Section C – Campaign Stamp

I certify that this campaign
has been performed in strict
accordance with the applicable
Audi repair procedure.

SAGA Code: _____

Technician: _____

Date: _____

Item#: AUD4927ENG

OR

Je certifie que cette
campagne de rappel a été
exécutée suivant les strictes
directives de réparation
d'Audi

Code de SAGA: _____

Technicien: _____

Date: _____

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal (item# AUD4927ENG or AUD4927FRE).