

Technical Service Bulletin



91 MMI 3G Basic Sound system "popping" (K0250 Update)

91 14 21 2035232/2 January 9, 2014. Supersedes Technical Service Bulletin Group 91 number 13-09 dated September 25, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2010 - 2011	All	Not Applicable
Q7	2010 - 2013	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data (Added model years)
1	9/25/2013	Initial publication

Customer reports the following concern:

- Sound system "pops" and loses audio for a few seconds.



Tip: If the sound does not return on its own, or if it is accompanied by relevant DTCs in the vehicle, another issue may be present. Verify the root cause before proceeding with this bulletin.



Note:

This bulletin only applies to vehicles with MMI Basic (PR Number 8DS).

Technical Background

Continual improvements to MMI software provides solutions to issues experienced in the field.

Production Solution

Improved software.

Service

A software update can be performed.



Note:

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Please review this entire bulletin before proceeding and follow all steps exactly to avoid damage to the MMI components. If how to proceed is unclear at any time, contact TAC.

1. Update the MMI software following the instructions in TSB 2028141, *Generic instructions for updating MMI 3G / MMI 3G+ software and navigation data*; using the below update disc:

All Vehicles	8R0906961DE
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Note:

The MMI system may remain blank for extended periods of time during the update. If the screen remains blank for more than 20 minutes, contact TAC.

2. Verify that the software update has been completed successfully by accessing the Logging page (Figure 1). To access this screen, proceed to step 8 in TSB 2028141, and press the lower left softkey.

After a successful update, the screen will show the date on which the update was performed and the software that was installed (BBT_US_K0250_X_XX — The X characters will be one of several different numbers or letters). 'Ok' will be listed on the right. If K0250 does not have any rows with 'Ok', the update must be retried until it is successful.



Figure 1. Software update log showing a successful software installation. (MMI 3G High screenshot used as reference).



Tip: If the update must be performed two or more times because the modules are not updating correctly, a screenshot of the software update log is required (Figure 2). This should be kept on-hand for warranty auditing purposes. To take a screenshot, insert an SD Card into slot 1 and press and hold the left and right arrow keys at the same time. All four softkeys will flash when the screenshot is taken. A screenshot should be taken of each page in the logging display.



Figure 2. Software update log showing 2 failed attempts before a successful installation (MMI 3G+ screenshot used as reference).

3. Perform the SVM code listed on the MMI update disc to establish a reference for this vehicle, and add the test plan to clear DTCs created from the update. If any errors are encountered while performing the SVM code, please call TAC and attach the diagnostic log showing the error.

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	0039		
Labor Operations:	Update MMI Software and perform SVM	9196 2599	50 TU
	If necessary, Perform repeat update due to failure	9196 2599	20 TU for each repeat
Diagnostic Time:	GFF – Checking and clearing fault codes included in existing labor operations	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB # 2035232/2		

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

Part Number	Part Description	Quantity
8R0906961DE	MMI Update disc	1 per dealer

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2028141, *Generic instructions for updating MMI 3G / MMI 3G+ software and navigation data.*

All parts and service references provided in this TSB (2035232) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.