Technical Service Bulletin

91 Audio system does not recognize or cannot play music files from SD Card

91 14 24 2020399/2 January 24, 2014. Supersedes Technical Service Bulletin Group 91 number 09-30 dated April 14, 2009 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009-2015	All	Not Applicable
A5	2008-2015	All	Not Applicable
A5 Cabriolet	2010-2015	All	Not Applicable
A6	2005-2015	All	Not Applicable
A7	2011-2015	All	Not Applicable
A8	2005-2009	All	Not Applicable
Q5	2009-2015	All	Not Applicable
Q7	2007-2015	All	Not Applicable

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
2	-	Revised header data (Added model years)
		Revised entire bulletin for clarity
1	04/14/2009	Initial publication

The Audi MMI system will not play audio files from an SD card. One of the following scenarios is present:

- **Scenario A:** The MMI system does not recognize the audio files on the SD card.
- **Scenario B:** The MMI system reports that the audio files on the SD card are damaged (Figure 1).
- **Scenario C:** The audio files on the SD card will play on one Audi vehicle, but will not play on a different Audi vehicle.

Figure 1. Damaged audio file message.

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Technical Background

For Scenario A and Scenario B:

Scenario A or Scenario B can result from one of the three following causes:

- **The file type of the audio file is not supported by the Audi MMI system.**

  Typically, the Audi MMI system supports the following formats (when discussing supported files formats with the customer, refer to the vehicle owner's manual):

  - **.mp3**

  - **.wav**

  - **.wma**

  - **.m4a** (Copyright-protected DRM files are not supported.)

  - **.m4b** (Copyright-protected DRM files are not supported. Bookmarks are not supported.)

  - **.mp4** (Audio files only. Audio files encoded with Apple Lossless encoding are not supported.)

  If the file type of the audio file on the SD card is not listed above, the file will not play in the MMI system.

  Some model year 2004 - 2009 owner's manuals incorrectly described the .aac file extension as compatible. Some AAC-encoded files are compatible, but files with the .aac extension are not. This error was corrected with model year 2010 owner's manuals.

- **The customer added the audio files to the SD card using iTunes on a Mac OS computer, and the vehicle has the base Concert radio system.**

  The SD card has FAT formatting, which is the only type of formatting supported by the Audi MMI system. FAT formatting is not traditionally used by Mac OS, and as a result, Mac OS adds hidden files (Figure 2) to the SD card to ensure that the files can be read on Mac OS computers.

  The base Concert radio system attempts to read these hidden files, but cannot recognize them and may report that they are damaged. The customer may need to scroll down in the file list or change folder levels to display the playable audio files.
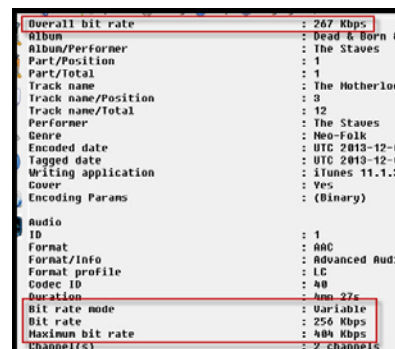

Name

- ._01 Rolling in the Deep.mp3
- ._02 Rumour Has It.mp3
- ._03 Turning Tables.mp3
- ._04 Don't You Remember.mp3
- ._05 Set Fire to the Rain.mp3
- ._06 He Won't Go.mp3
- ._07 Take It All.mp3
- ._08 I'll Be Waiting.mp3
- ._09 One and Only.mp3
- ._10 Lovesong.mp3
- ._11 Someone Like You.mp3
- ._12 I Found a Boy.mp3
- 01 Rolling in the Deep.mp3
- 02 Rumour Has It.mp3

Figure 2. Hidden files. The file names of hidden files start with a period.

- **The bit rate encoding of the audio files exceeds the maximum allowed by the Concert radio system.**

  The Concert radio system can only play music files with a maximum bit rate encoding of 320Kbps. If the maximum bit rate encoding of the files exceeds 320Kbps, the file will not play.

  The maximum bit rate encoding of an audio file can be checked with the free software program MediaInfo (Figure 3), which can be downloaded from http://www.sourceforge.net/.

Figure 3. File details displayed in the MediaInfo software. The overall bit rate (top box) is only 267Kbps, but the maximum bit rate (bottom box) is 404Kbps, which exceeds the 320Kbps limit.

For Scenario C:

Scenario C can result from the following cause:

- **One vehicle has Audi Concert radio and the other vehicle has MMI 3G/3G+.**

  The maximum playable bit rate of the Concert radio system is 320Kbps. However, the maximum playable bit rate of the MMI 3G/3G+ system is higher (refer to the owner's manual for details). It is possible that audio files that play on the MMI 3G/3G+ system will not play on the Concert radio system because of the different maximum playable bit rates of the two systems.

Production Solution

Not applicable.

Service

For Scenario A and Scenario B:

1. Verify that the audio system is working correctly and is capable of playing one of the supported audio types listed in the *Technical Background* by using a known good SD card with tested files.

   If the known good files play in the customer's vehicle, advise the customer to re-create their audio files in a format that is supported by the Audi MMI system. If possible, demonstrate for the customer how to create playable files. See the attached quick reference guide for instructions for encoding music files in iTunes. If needed, share the guide with the customer.

2. If the customer is experiencing issues with hidden files on the SD card as a result of using iTunes on a Mac OS computer, advise the customer to use the program "OptimUSB". The program can be downloaded from the official Mac App Store. When the program is used after the customer transfers music to the SD card, the program will "clean" the SD card of any hidden files.

For Scenario C:

1. Explain the *Technical Background* of Scenario C to the customer.

2. If the customer would like to re-encode his or her music to a bit rate that is equal to lower than 320Kbs so that it can be played on the Concert radio system, share the attached quick reference guide for instructions for encoding music files in iTunes.

Warranty

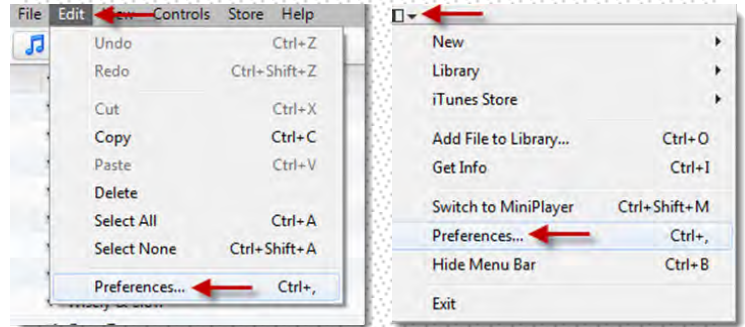This TSB is informational only and not applicable to any Audi warranty.

Additional Information

All parts and service references provided in this TSB (2020399) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.
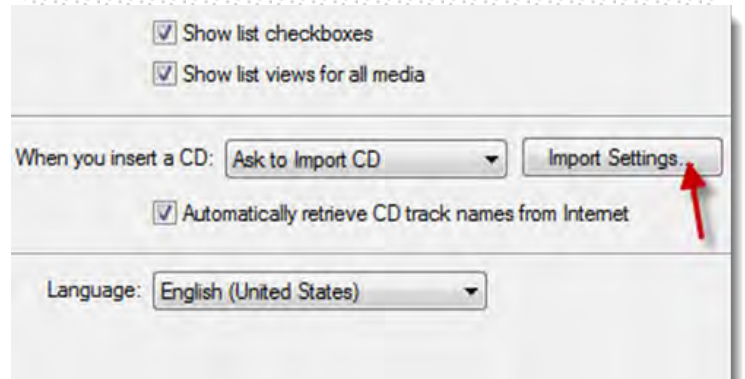
Encoding and Transferring iTunes® Music Files for Compatibility with Audi Concert Radio
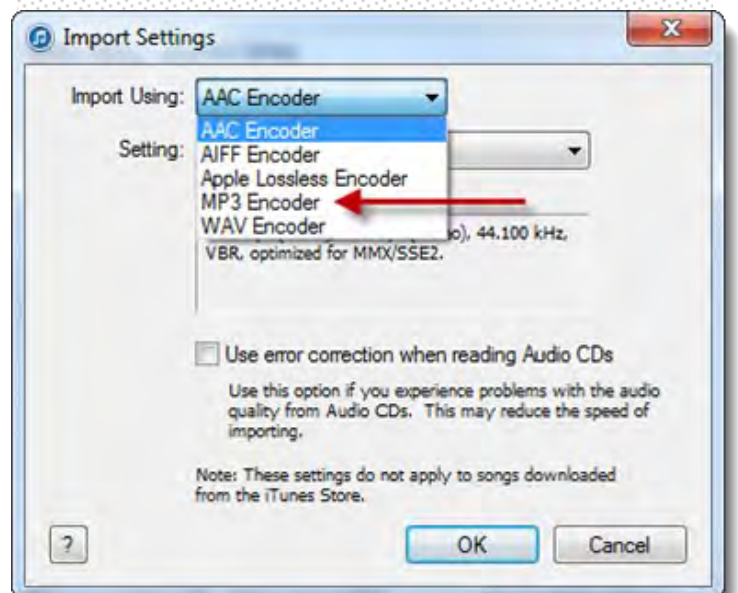
How to create an MP3 file from within iTunes:

1 In iTunes, open the **Preferences** menu. (Select **Edit** from the menu bar, then **Preferences...**, or open the drop-down menu from the file button in the top-right corner then select **Preferences...**).

2 Select **Import Settings**.

3 Select **MP3 Encoder**.

4 Select **Custom…**.

> Import Using: **MP3 Encoder** ▼
>
> Setting: **Custom…** ▼
>
> **Details**
>
> 160 kbps (mono)/320 kbps (stereo), joint stereo, optimized for MMX/SSE, using MP.

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5 Set **320Kbps** for the **Stereo Bit Rate**.

Make sure that the **Use Variable Bit Rate Encoding (VBR)** box is <u>not checked</u>. If this box is checked, the file will not play.
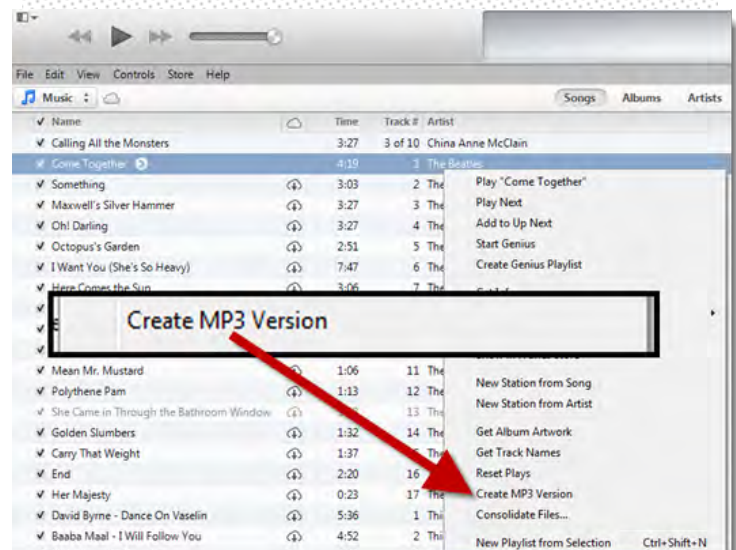
> **MP3 Encoder**   ✕
>
> Stereo Bit Rate: **320 kbps** ▼
>
> ☐ Use Variable Bit Rate Encoding (VBR)
>
> Quality: Medium ▼
>
> (With VBR enabled, bit rate settings are used for a guaranteed minimum bit rate.)
>
> Sample Rate: Auto ▼
>
> Channels: Auto ▼
>
> Stereo Mode: Joint Stereo ▼
>
> ☑ Smart Encoding Adjustments
> ☑ Filter Frequencies Below 10 Hz
>
> Use Default Settings   OK   Cancel

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6 Select **OK** (three times) to back out to the main iTunes window.

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7 Select the files that you would like to convert by clicking on them (hold CTRL to select multiple files; use Shift to select multiple files in a row).

After selecting the files, right-click on the file list and select **Create MP3 Version** from the shortcut menu to convert the files.*

NOTE: If **Create MP3 Version** is not shown in the menu, it is because the files are stored in the iCloud, rather than on the computer's hard drive. These files must be downloaded to the computer for the **Create MP3 Version** option to be available.
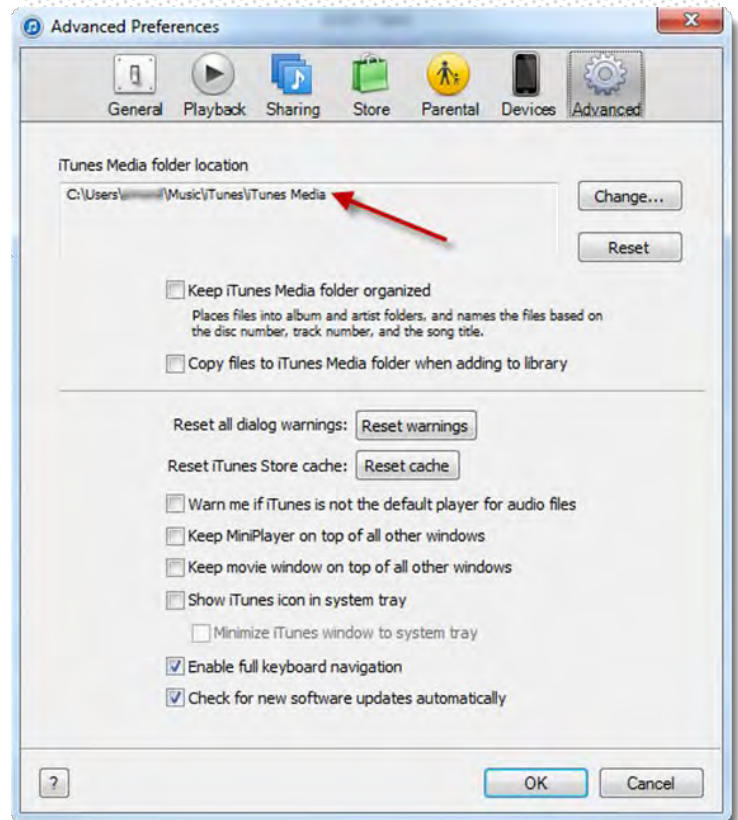
To download the files, select them, then right-click and choose **Download** from the shortcut menu. After they have been downloaded to the hard drive, the **Create MP3 Version** option will be available.

8 The converted files will be stored in the same folder as the original files. Locate this folder by opening the **Preferences** menu and selecting the **Advanced** tab.

The **iTunes Media folder location** shows where the files are stored on the hard drive.

9 Open the iTunes Media folder, then right-click on the converted music files (or folders containing the files) to be transferred. Remember to only choose the converted files.

Select **Send to** from the shortcut menu, then select the SD card. After the files transfer successfully, test the SD card in the vehicle.