



# Technical Service Bulletin

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## 91 MIB2: Audio is muted after using backup camera

91 17 22 2047407/1 April 7, 2017.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, S6, S7, RS 7	2016	All	MIB2 High Navigation

## Condition

The vehicle is a MY2016 A6, A7, S6, S7, or RS 7 and the customer states that after using the front, rear, or top-view camera system, the audio is muted. Additionally, the customer's vehicle is equipped with MMI Navigation plus (MIB2 High Nav; PR code "7UG").

## Technical Background

The condition is the result of an MMI software bug and can be fixed by updating the MMI software. The condition only occurs after the vehicle has been allowed to enter sleep mode. The customer typically states that the condition only happens after using the backup camera when leaving in the morning or when returning home at the end of the day.

## Production Solution

The solution was introduced into series production starting with MY2017 vehicles.

## Service

The service solution is to update the MMI software to SW1062 to fix the audio mute concern.



### Note:

This software update only applies to MY2016 vehicles. This update cannot be applied to MY2017 vehicles.

### Required equipment:

- ODIS Tester
- SVM code **MI2HNAR0539C7** (also listed in steps below)

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- Software update instructions (audi\_mib\_two\_high\_nav\_plus\_software\_update\_instructions.pdf)
  - MIB2 High Scale Software Update on SD Card (See “Required Parts & Tools” table below)
- OR

- Blank SD card to download the software update files (see steps below)

## Time to complete update:

- Approximately 90 minutes (includes SW update and SVM work)

## Repair procedure:

1. Verify the customer’s MMI requires the software update by going to the *Main Menu >> Setup MMI >> Version Information* (Figure 1).

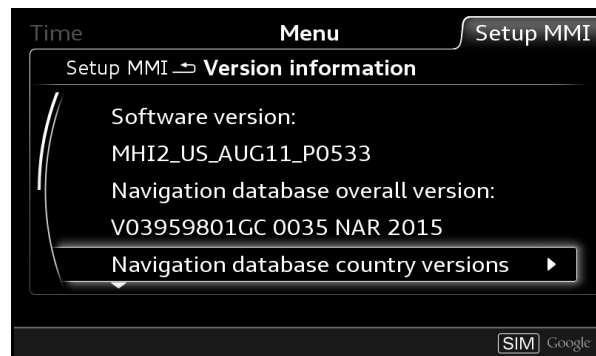


Figure 1. MMI Version Information

2. Obtain the SD card from the parts department (see parts and tools table below) and skip to step 3.
- OR:**

Obtain a blank SD card with at least 4GB of space and proceed with installing the SD Creator software.

### Steps for downloading software to SD card.

- Using an ODIS tester, open a web browser and navigate to <https://mirrorserver2.vwuhub.com/dav/BTAC/Trade-Retail/Tools/SD-Creator/>.
- If prompted for a security certificate then select the mirror server certificate.
- Within this folder you will find the “SD Creator” install program labeled “**setup\_V1.0.exe**”.
- Install this program onto the ODIS tester by double clicking the file labeled “setup\_V1.0.exe”. If IT policies restrict the installation of programs on the ODIS tester then please ask the IT department to perform the install.

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**Tip:** It is not possible to use this program on any other PC or laptop due to the mirror server security certificate restrictions.

- Installation instructions and user manual are located in the same directory and is labeled **“2017\_03\_21\_Benutzerhandbuch\_SD\_Creator\_V\_1.0\_EN\_.pdf”**.
- Once the program is installed it will place an icon labeled “SD Creator” on the desktop.
- Open the application by double clicking the icon.
- Once opened you will need to enter the mirror server URL into the settings tab.
- Enter “mirrorserver2.vwhub.com” (without quotes) into the server section listed under the “settings” tab.
- Next click “Test connection” and ensure that there are no errors. If needed you can select a different brand and then reselect “Audi” from the drop down menu at the top of the window. This will refresh the application.

## Using the SD Creator:

- You will need the SD card part number listed in the “Required Parts and Tools” section to find the software.
- Place the part number into the part number field of the program and hit the “play button”.
- Reference pages 15-18 of the user manual, **“2017\_03\_21\_Benutzerhandbuch\_SD\_Creator\_V\_1.0\_EN\_.pdf”**.



**Tip:** Typical setup time to download the data and have a working SD card is about 1-2hrs depending on network speed. Prepare the SD card long before starting the repair.

3. Connect a charger or battery maintainer to the vehicle that is capable of maintaining the vehicle voltage at the appropriate levels (check current capacity of maintainer). Turn off all unnecessary battery consumers, such as LED DRL’s, HVAC blower, radio volume mute, etc.).
4. Follow the steps listed in the attached document **“audi\_mib\_two\_high\_nav\_plus\_software\_update\_instructions.pdf”** to complete the update process.

For MIB2 systems there are now two methods for performing software updates. It is no longer required to manually enter the Red Engineering Update menu. MIB2 software updates are now controlled by the SVM code in ODIS. Using this process the update is fully automated.

If there is an outage with SVM, the old method is still available to use, but not preferred.

**Method 1:** (Preferred method). Using ODIS Flash, enter the SVM code **MI2HNAR0539C7** into ODIS and follow the instructions in ODIS to start the update process (see attached document **“audi\_mib\_two\_high\_nav\_plus\_software\_update\_instructions.pdf”**).



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**Method 2:** (To be used only if SVM server issues occur). Enter the red engineering update menu, insert SD card, perform MMI update, and then perform the SVM documentation feedback (see attached document “mib\_mmi\_shortcut\_keys.pdf”).

5. Only if Method 2 was used, perform the SVM feedback documentation of the information electronics control module 1, J794 (address word 005F – MMI) with SVM using the SVM code **MI2HNAR0539C7**. To access SVM, within ODIS start *GFF >> Diagnosis >> Special functions >> Software Version Management >> SVM code input*.
6. Test the functionality of the MMI system and verify the audio is not muted after exiting the backup camera.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 months/50,000 miles.</li> <li>• G10 for CPO Covered Vehicles - Verify Owner.</li> <li>• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9196		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	<b>Method 1: Automated update using ODIS</b>		
	Check control unit & Test Functionality	9196 0199	10 TU
	<b>OR</b>		
	<b>Method 2: Manual update due to SVM server issues</b>		
	Program infotainment control unit & Test Functionality	9196 0299	70 TU
<b>Diagnostic Time:</b>	<b>Method 1: Automated update using ODIS</b>		
	GFF	0150 0000	Time stated on diagnostic protocol (Max 175 TU)
	<b>OR</b>		



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	<b>Method 2: Manual update due to SVM server issues</b>		
	GFF	0150 0000	Time stated on diagnostic protocol (Max 75 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)		
<b>Claim Comment:</b>	As per TSB # 2047407/1		

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
4M0.906.961.AJ	MIB2 High Nav plus C7 Software Update SD card (Pre-CW22/16)	1 per dealer (shop tool)

## Additional Information

All parts and service references provided in this TSB (2047407) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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