



Technical Service Bulletin

91 SIRIUSXM intermittently no volume and message "Currently unavailable" when adjusting volume

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, A4, A5, and Q5	2017	All	MIB2 High Scale

Condition

Customer states:

- There is no audio heard when changing the radio source to SIRIUSXM and the customer has the MIB2 High Scale infotainment system (PR Code 7UH).
- The message "Currently unavailable" is shown via the volume display.
- Only restarting the car (ignition cycle) or performing a three-finger reset fixes the concern.



Figure 1. Message "Currently unavailable"

Technical Background

The MIB2 High Scale infotainment system (PR Code 7UH) has a known software issue which can cause the volume to be muted when the SIRIUSXM radio source is selected. The issue can occur intermittently and is only resolved when the ignition is cycled off and back on.

Production Solution

New MMI software introduced into series production starting CW22/17.



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Service

Required equipment:

- ODIS Tester
- SVM code
- MIB2 High Scale Software update on SD Card (*see Required Parts and Tools* or Download the software from MirrorServer using the SD Creator Program)

Time to complete update:

Approximately 30-60 minutes (includes 20-50 minutes for the software update and 10 minutes for the SVM work)

Service work:

Update the MIB2 High Scale infotainment system using either Method 1 or Method 2 according to TSB 2050565: *91 MIB2 High Scale Software Update Instructions (PR Code 7UH)* and use SVM code MHS2US1242AU.

Method 1: Automated update using ODIS

Method 2: Manual update due to SVM code or Server issues



Warning:

Do not attempt this update to vehicles built prior to CW22/16. Doing so can damage the MMI system, which can only be fixed by replacing the MMI hardware. This type of replacement is not covered under Warranty.

Warranty

For warranty claim information, see the warranty table located in TSB 2050565: *91 MIB2 High Scale Software Update Instructions (PR Code 7UH)*.

Required Parts and Tools

Part Number	Part Description	Quantity
4M0 906 961 BG	MMI software update (SD Card) – Or download via SD creator Software	01 (Shop tool)



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Additional Information

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

- TSB 2050565, *91 MIB2 High Scale Software Update Instructions (PR Code 7UH)*.
- TSB 2047812, *00 SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer*.

All part and service references provided in this TSB (2050568) are subject to change and/or removal. Always check with your Parts Dept. and service manuals for the latest information. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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