Technical Service Bulletin

91 MIB2 High: Phone/Audi connect telephone and online services do not work

91 18 08 2051613/2 August 24, 2018. Supersedes Technical Service Bulletin Group 91 number 18-03 dated July 6, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7 and TT	2015 -2016	All	MIB2 High

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
2	-	Revised header data (Updated models)
1	07/06/2018	Initial publication

Customer states:

- The customer states that a phone call is not possible or no online services are available.

Workshop findings:

- The message "Please wait …" is **permanently** shown in the phone menu. Therefore a mobile device cannot be used in the hands-free Bluetooth mode. This message is still shown after the vehicle sleep cycle.
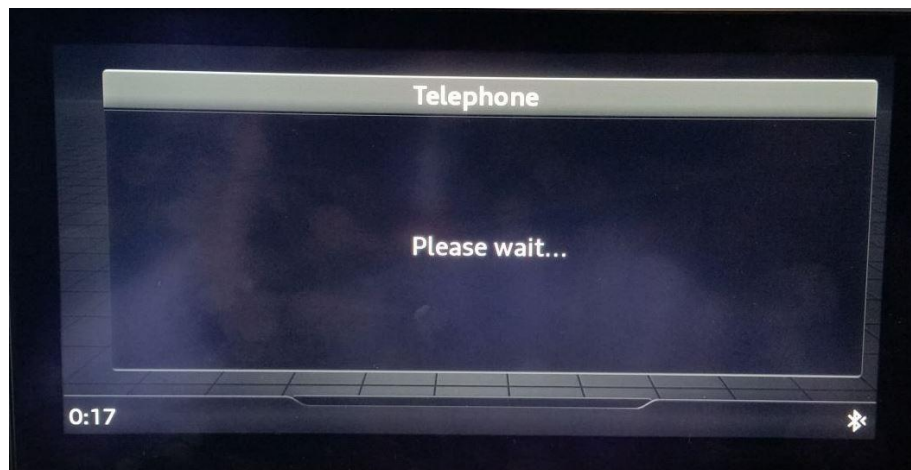

Figure 1. Message shown permanently in phone menu.

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Technical Background

The phone module is not initialized and therefore is not recognized in the infotainment control module.

Production Solution

Not applicable.

Service

Before starting the repair:

⚠️ **Note:**

This procedure is only applicable to vehicles that require a customer SIM card. It does not apply to vehicles with eSIM.

- Check the SIM card reader with a flashlight and magnifying glass or photo for broken or damaged pins. If the card reader is damaged, replace the main unit.

- Remove the fuse for the information electronics control module for at least 30 minutes. If the fault is still permanently present, continue with the TSB. Otherwise, the issue has been resolved.

- Review the *Required Parts and Tools* section of this bulletin.

- Obtain the telephone module retrofit kit listed in the *Required Parts and Tools* section of this bulletin (if required).

- Obtain the software matching the customer's vehicle according to the *Required Parts and Tools* section of this bulletin.

Replace the phone module:

⚠️ **Note:**

Verify that the VAS6613 ESD work surface contains three grounding straps. The repair cannot be completed without all three grounding straps and the ESD mat.

⚠️ **Note:**

This exchange of the telephone module should only be performed in a clean environment due to sensitive electronics. The repair should not be performed in a workshop environment.

1. Remove the MIB main unit from the vehicle according to the instructions in Elsa at Repair Manual, *Electrical System >> Communication >> 91 Communication >> Infotainment System >> Information Electronics Control Module 1 J794, Removing and Installing*.

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2. Prepare the ESD work surface by cleaning the work area of all loose debris and then drying the area with a towel. Doing so ensures that no debris will be rolled into the mat when it is rolled up after use, which could cause long-term damage to the ESD work surface.

3. Place the ESD anti-static mat onto the surface. Ensure that all three grounding straps are securely strapped to the ESD mat.

4. Ground the ESD mat by plugging the 110V grounding strap into a wall socket or power strip (Figure 2). If a power strip is used, it must be plugged into a grounded wall outlet (see attached user instructions for VAS6613 titled "VAS6613 ESD Workspace Guide.pdf").
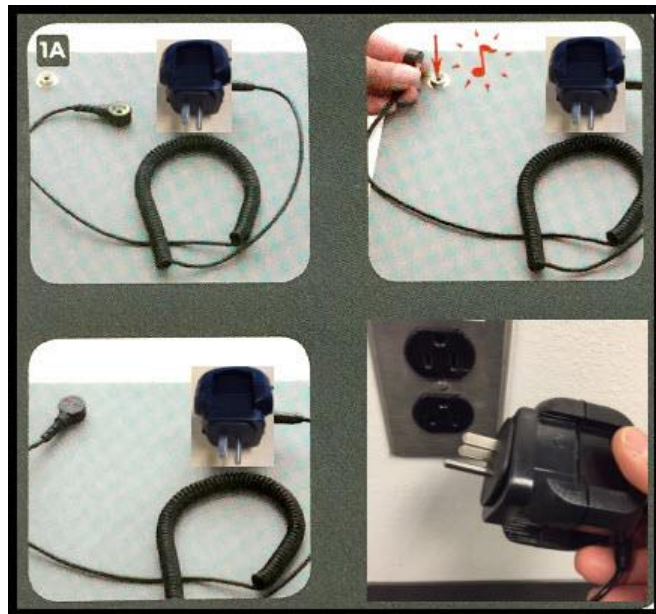

Figure 2. *VAS6613 ESD work surface grounding plug.*

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5. Ground yourself by placing the elastic strap around your wrist. Make sure it is securely touching your skin. It cannot be loose-fitting or over your shirt cuff (Figure 3).

Figure 3. VAS6613 ESD work surface grounding wrist strap.

6. Ground the MIB main unit by placing an alligator clip on the back, ensuring that it makes contact with the metal housing of the main unit. The most secure location is at the bottom of the metal bracket (Figure 4).

Figure 4. VAS6613 ESD work surface grounding device clip.

⚠️**Warning:**

Your wrist, the ESD mat, and the main unit must remain grounded during the entire process.

7. Start by touching the screw driver to the ESD mat to discharge any static that may be built up in the tool.

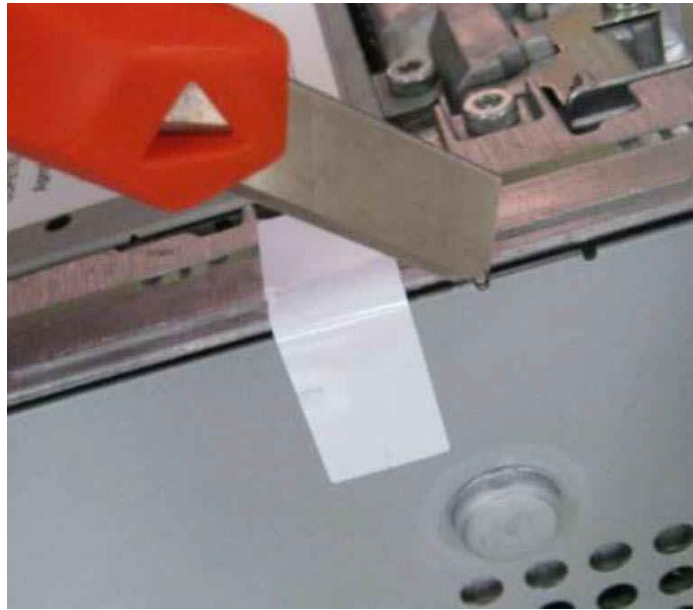8. Break the white warranty seal on the back of the main unit (Figure 5).

Figure 5. *Break the white warranty seal.*

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9. On the top of the main unit, remove the two retaining screws that hold the telephone module in place (Figure 6).

Figure 6. Telephone module retaining screws indicated by the red arrow.

10. Carefully lift up the telephone module, using both ends as points of contact when pulling up. Use a flathead screwdriver to lift the forward flange (Figure 7). The module is held in place with a computer socket-type attachment and will release when enough force is used.

Figure 7. Lift up on both ends of the telephone module.

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11. Place the new telephone module into the socket, making sure it is level before snapping it into place. Use both ends of the telephone module when pressing it into place. Do <u>not</u> press down using the purple FAKRA connector (Figure 9).

Figure 8. *Do <u>not</u> press down using the purple FAKRA connector.*

12. Re-secure the telephone module retaining screws into the top of the MIB main unit.

13. Place the new warranty seal from the retrofit kit over the original warranty seal (Figure 9).
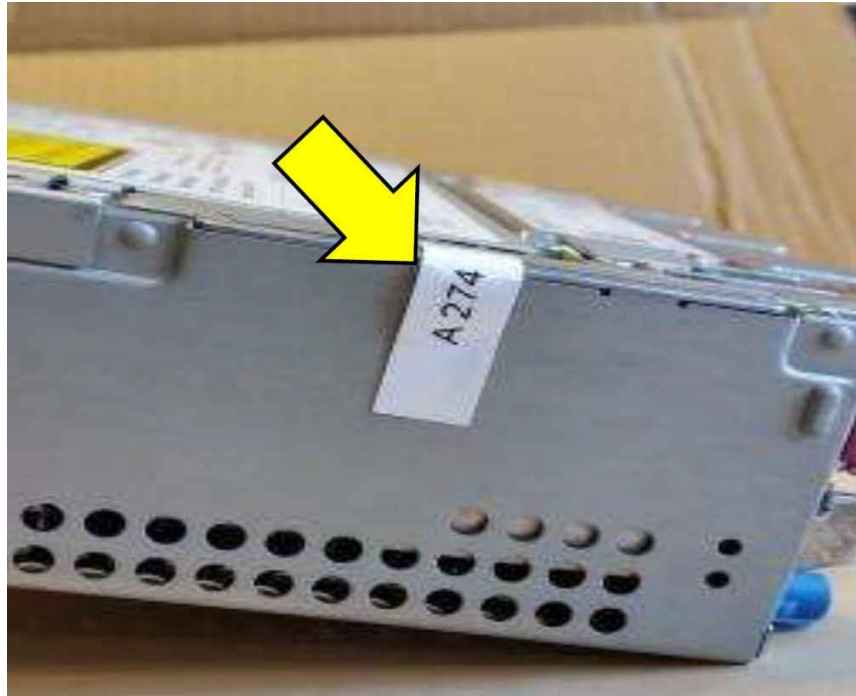

Figure 9. Place the new warranty seal over the location indicated by the yellow arrow.

14. Reinstall the MIB main unit in the vehicle and proceed to *Software updates.*

Software updates (required for all repairs):

1. Turn the vehicle ignition on. When the system is fully initialized, perform TSB 2047576: *91 MIB2 Software Update Instructions* to update the ZUG software using the required software update SD card and software code listed in the *Required Parts and Tools* section of this bulletin.

   Tip: Ensure that the SVM portion of the update is completed successfully without errors. If any issues arise with SVM, then contact TAC.

2. Turn the vehicle ignition on and allow the MIB main unit to fully initialize. It may take up to three minutes for the main unit to fully initialize due to the hardware replacement. All options will be white in the Telephone menu of the MIB when the system has fully initialized.

3. Perform a quick verification test to ensure that all functions of the MMI are operating correctly:

   • Place the customer's SIM card into the SIM card slot (if applicable). Ensure that LTE reception is obtained.

   • Check that Bluetooth pairing is working.

- Check AM/FM/SAT radio operation outside the shop.

- Check that Navigation is receiving more four or more satellites (*Navigation >> Route* then scroll up to top, then *Select* and scroll up to top again to obtain the number of satellites being received).

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles.		
	• G10 for CPO Covered Vehicles – Verify Owner.		
	• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	0040		
Labor Operations:	**All models:**		
	Software Update	0151 0000	According to TSB #2047576
	A6 and A7:		
	ECM information display control head remove + reinstall	9196 1900	50 TU
	TT:		
	ECM information display control head remove + reinstall	9196 1900	30 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2051613/2		

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.

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Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	**Part Description**	**Quantity**
8W0898407A	MIB2 Telephone Module Retrofit Kit	01
VAS6613	ESD work surface	01
T10057	Radio removal tools	01
T40056A	Torx T8 screwdriver	01
A6/A7: 4M0906961AJ	A6/A7 MIB2 Update Card SVM Code: **MI2HNAR0539C7**	01
TT: 4M0906961S	TT MIB2 Update Card SVM Code: **MI2HNAR1075TT**	01
See ETKA	Fasteners, Bolts, Nuts and Screws as needed per the Repair Manual	See ETKA/ELSA

Additional Information

- TSB 2047576, *91 MIB2 Software Update Instructions*

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.

All part and service references provided in this TSB (2051613) are subject to change and/or removal.