

# Service Action

## Code: 91U7



<b>Subject</b>	<b>Infotainment System Software – Security Patch</b>
<b>Release Date</b>	September 6, 2019
<b>REVISION SUMMARY</b>	<b>Updated bottom left photo on page 8 to clarify button combination. Added instructions in case another MMI related repair must be performed.</b>
<b>Affected Vehicles</b>	<b>U.S.A. &amp; CANADA: Certain 2015-2017 Model Year Audi Vehicles</b>  <i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry &amp; verification source.</i> <ul style="list-style-type: none"><li>✓ Campaign status must show “open.”</li><li>✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.</li></ul>
<b>Problem Description</b>	Audi has determined that a software update is needed to improve the security of the vehicle's infotainment system.
<b>Corrective Action</b>	Update infotainment system software.
<b>Parts Information</b>	Software update only; no parts needed.
<b>Code Visibility</b>	On or about July 18, 2019, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.accessaudi.com">www.accessaudi.com</a> & OMD Web). A list was not posted for dealers who did not have any affected vehicles.  On or about July 18, 2019, this campaign code showed open on affected vehicles in Elsa.  On or about July 18, 2019, affected vehicles were identified with this campaign code in the VIN Lookup tool at <a href="http://www.audiusa.com">www.audiusa.com</a> .
<b>Owner Notification</b>	Owner notification will take place in July 2019. Owner letter examples are included in this bulletin for your reference.
<b>Campaign Expiration Date</b>	This campaign expires on <b>December 31, 2022</b> . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealership's normal parts and labor cost associated with this repair will apply.
<b>Additional Information</b>	<b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b>  Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u> .

### Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

<b>Service Number</b>	91U7
<b>Damage Code</b>	0099
<b>Parts Vendor Code</b>	002
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90
<b>Causal Indicator</b>	Mark labor as causal
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action
<b>Criteria I.D.</b>	01 or 02 or 03 or 05 or 09 or 11
	Connect battery charger Labor operation: 2706 89 50 10 T.U. -AND- Update infotainment system software via SD card Labor operation: 9196 25 99 10 T.U. -AND- Connect vehicle diagnostic tester, perform update Labor operation: 9196 26 99 Time stated on diagnostic protocol

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Service Action 91U7 - Infotainment System Software – Security Patch  
Certain 2015-2017 Model Year Audi Vehicles**

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2015-2017 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Audi has determined that a software update is needed to improve the security of the vehicle's infotainment system.

**What will we do?** Your authorized Audi dealer will update the infotainment system software in your vehicle. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

**What should you do?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule. For your convenience, you can also visit [www.audiusa.com](http://www.audiusa.com) and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

This service action will be available for you **free of charge only until December 31, 2022**. If you wish to have this service performed after that date, your dealer's normal parts and labor cost associated with this repair will apply.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at [www.audiusa.com](http://www.audiusa.com).

**Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at [www.audiusa.com](http://www.audiusa.com) and enter your Vehicle Identification Number (VIN).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Service Action 91U7 - Infotainment System Software – Security Patch  
Certain 2015-2017 Model Year Audi Vehicles**

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2015-2017 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

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- What should you do?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
- This service action will be available for you free of charge only until December 31, 2022. If you wish to have this service performed after that date, your dealer's normal parts and labor cost associated with this repair will apply.
- Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
- Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at [www.audi.ca](http://www.audi.ca).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

**NOTE**

- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

## Required Tools



Battery Tester/Charger  
- GRX3000VAS-  
(or equivalent)

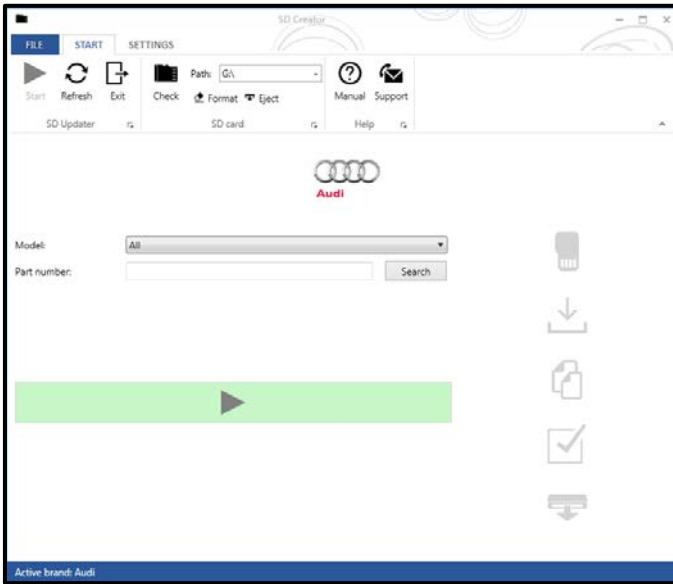


Diagnostic Tester  
-VAS6150X-  
(or equivalent)

**NOTE**

The VAS6154 or VAS5055 are the preferred diagnostic heads. Using the VAS5054 may cause a SVM failure that could result in control module failure.

## Required SD Card



- A SD Card will need to be created using the SD Creator program. Refer to the chart below to create the correct card based on VIN criteria.
- Reference the latest version of TSB 2047812 for additional information on the use of the SD Creator program.

Criteria	SD Card Part Number
01	4M0.906.961.DP
02	4M0.906.961.DN
03	4M0.906.961.DL
05	4M0.906.961.DK
09	4M0.906.961.DM
11	4M0.906.961.DH

### NOTE



If the vehicle requires any additional infotainment updates, they must be performed BEFORE performing this repair.

## Repair Instruction

### Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← <b>2</b>	Open ← <b>1</b>

**EXAMPLE**

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

#### TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.
- **All safety recalls must be completed prior to completing this Service Action.**

**Proceed to Section B**

## Section B – MMI Software Update With SD Card

Criteria	SD Card Part Number
01	4M0.906.961.DP
02	4M0.906.961.DN
03	4M0.906.961.DL
05	4M0.906.961.DK
09	4M0.906.961.DM
11	4M0.906.961.DH

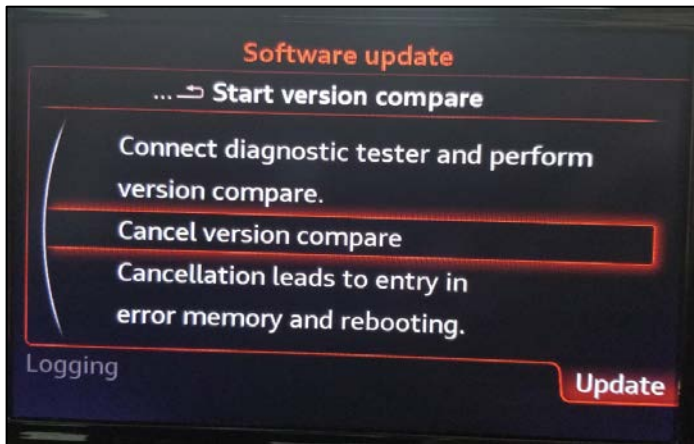
- Insert SD card in SD card reader.
- Initiate software update via the Update Menu (Red Engineering Menu - REM):
  - Press the button combination shown based on what MMI system is installed.
  - The buttons must be pressed simultaneously.
- Navigate the Update Menu using the rotary knob and start the update.







- When the “Device summary” screen appears, scroll down and select “Resume”.



**STOP! STOP!**

- When this message appears, do not make any further selections in the MMI.
- **Proceed to Section C and complete the software update documentation via SVM.**

**NOTE**  
 When performing the SVM, the MMI will reboot on its own and return to the main operation screen when the SVM is complete.

## Section C – MMI Software Update With SVM

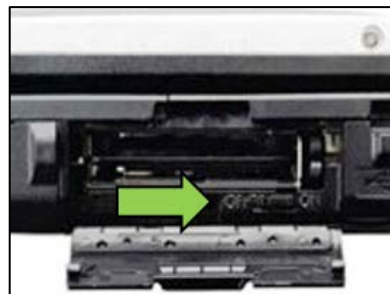
### NOTE

**Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;**

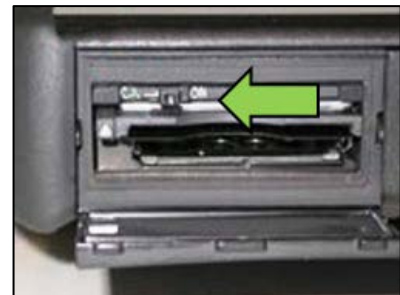
- ✓ **The ODIS software is completely up to date.**
  - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
  - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
  - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
  - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **Flash process through “Audi Flashing” not Guided Fault Finding (GFF).**
  - DO NOT USE Guided Fault Finding (GFF) to perform this flash. Damage caused to control modules while using GFF will not be covered.
- ✓ **If using a Bluetooth transmitter head, it is connected to the tester with a USB cable.**
  - Performing a software update using a Bluetooth connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth.
- ✓ **The Bluetooth function of the scan tool is physically switched off <see pictures below>.**



**VAS 6150 & VAS 6150A**  
(Front panel behind handle)



**VAS 6150B**  
(Right side behind WIRELESS door)



**VAS 6150C**  
(Left side behind SC/EX door)

**⚠ WARNING**

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

**i TIP**

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2011732: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

- Open the hood.
- Access the battery charging posts.
- Switch the ignition on.
- Apply the parking brake.
- Switch off all consumers (headlights, heated seats, climate control, etc.).
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery charging posts.

**! NOTE**

**Vehicles with Battery Monitoring Control Module -J367- and/or an EFB Battery:**

When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. **DO NOT** connect the ground cable directly to negative terminal of the battery.

- Turn the hazards on.

**⚠ CAUTION**

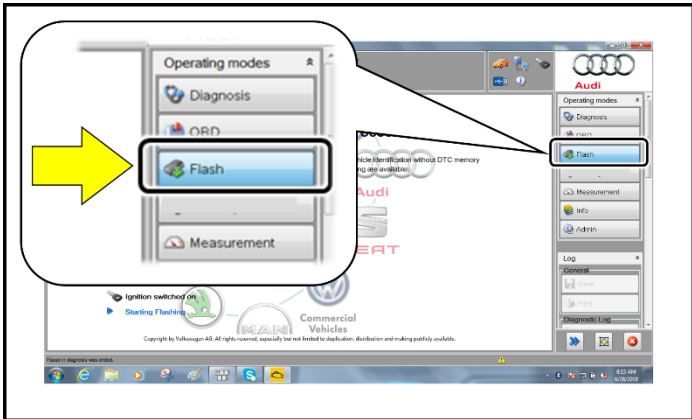
The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.

**NOTE**

- All campaign software updates must be completed during a single, standalone ODIS Diagnostic Session. You must fully complete this campaign and send all logs before beginning any other campaigns or operations.
- If there are any ODIS “Hot-Fix” patches installed, they must be removed from the scan tool before beginning this operation. ODIS “Hot-Fix” patches may affect the update process.



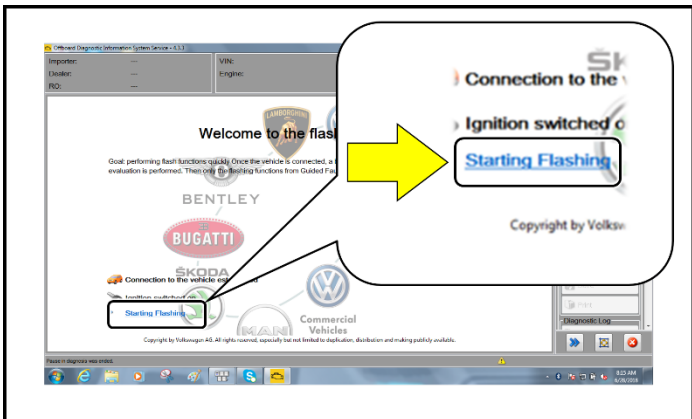
- Confirm that scan tool is communicating with the diagnostic head by USB cable.
  - If the Bluetooth or WiFi symbol is shown, then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.



- From the home screen of the scan tool highlight “Flash” <1>.
- Follow the on-screen prompts.

**NOTE**

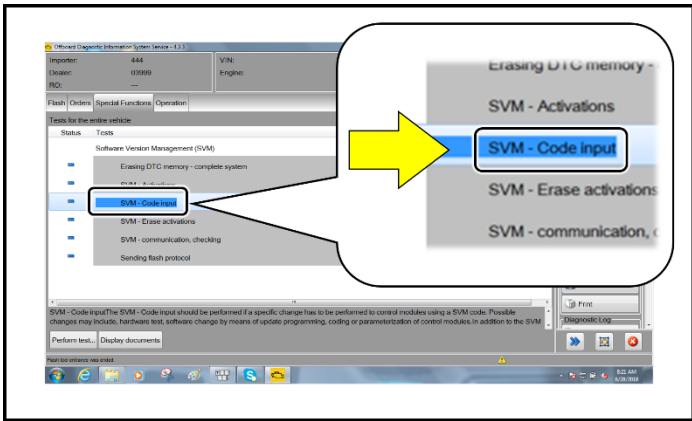
Operating mode “Flash” must be used. Performing this update using “Diagnosis” (Guided Fault Finding) could result in non-payment of the claim.



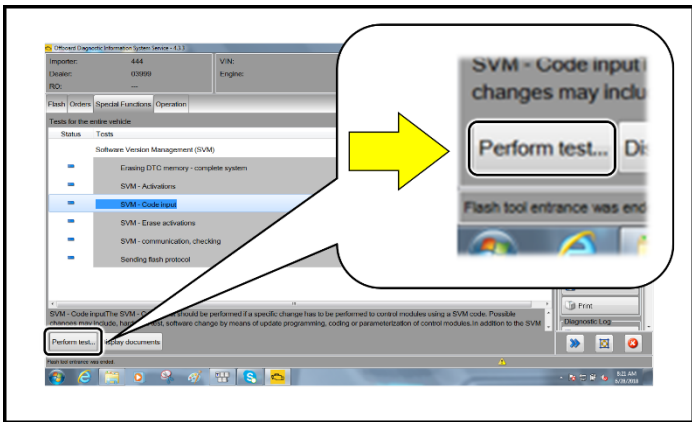
- Select “Starting Flashing” and follow the on-screen prompts.



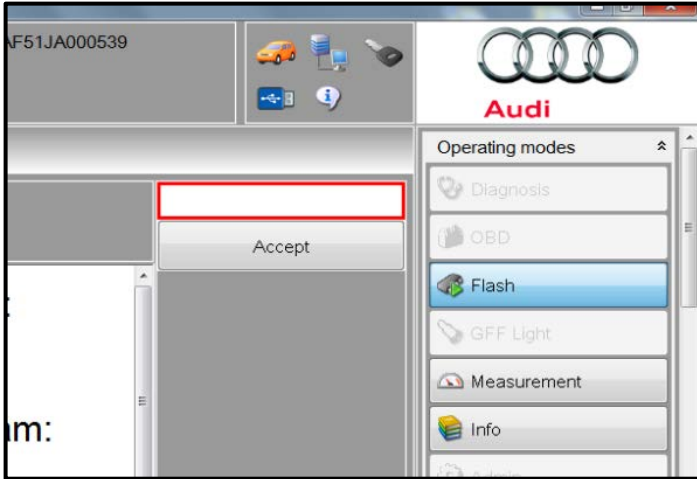
- Select "No RO".



- Highlight "SVM – Code Input".



- Select "Perform test".



**NOTE**

***Using Bluetooth for this action is PROHIBITED!***

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM update process is not covered.

- Enter the corrective action code (SVM code) as listed in the chart below.
- Select “Accept”.
- Follow the on-screen prompts.

Criteria	SVM code
<b>01</b>	<b>91U7A009</b>
<b>02</b>	<b>91U7B018</b>
<b>03</b>	<b>91U7B018</b>
<b>05</b>	<b>91U7C027</b>
<b>09</b>	<b>91U7B018</b>
<b>11</b>	<b>91U7E045</b>

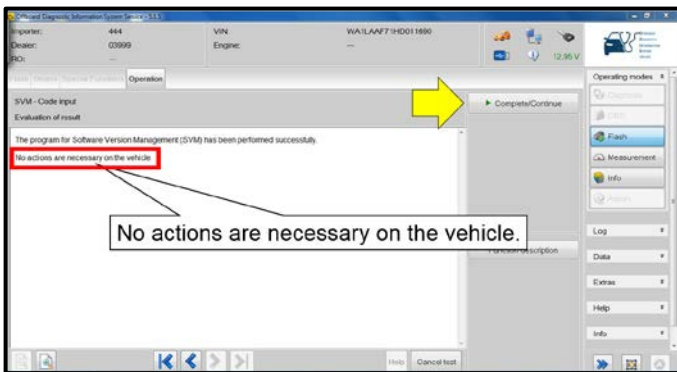
**NOTE**

The update may fail if the following pre-requisites are not met:

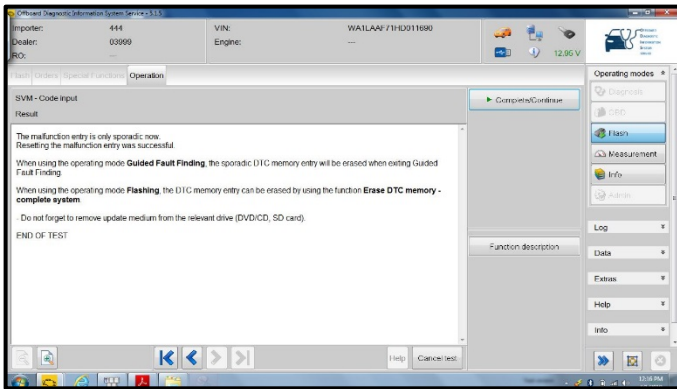
- Hazards not on during flash
- Battery voltage too low or insufficient charger used
- ODIS version too low
- Not using Audi Flash to perform the update
- Incorrect diagnostic head used

If the update fails and one of the above pre-requisites was not met:

- Use a different tester that has been freshly rebooted. Prior to retrying the update make sure that you have a charger attached and the battery voltage is at least 12.5V. ODIS must have the latest brand version. ONLY use VAS6154 or VAS5055 diagnostic heads. Hazard flashers turned on. Bluetooth turned off. Then reboot the "005F" module by removing and reinstalling the power supply fuses. Use Audi Flashing operating mode. Once the prerequisites are set, retry the update again.
- Additional time to complete the flash due to pre-requisites not being met will not be covered by this campaign.

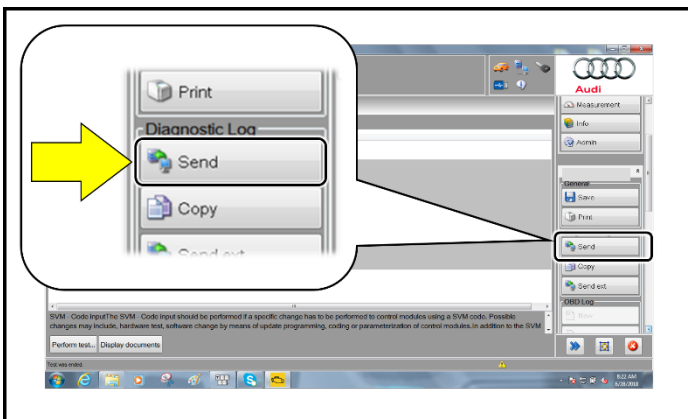


- When the update has completed successfully, this message will appear.
- Select "Complete/Continue" <arrow>.
- Follow the on-screen prompts.



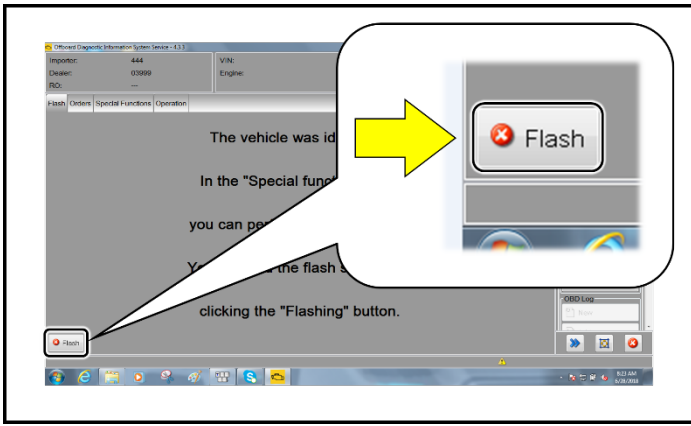
**NOTE**

- This message appears after the SVM test plan completes.
- When exiting the Flash program, all faults should clear, including the B201A "Checking software version management" fault that sets during MMI updates.
- There should be no need to clear faults using Guided Fault Finding or by any other method.



- After receiving confirmation that the flash completed successfully, select "Send" to send the diagnostic protocol online.
- Follow the on-screen prompts.





- Click “Flash” to exit the flash session.
- **Proceed to Section C.**

## Section C – Campaign Stamp

I certify that this campaign  
has been performed in strict  
accordance with the applicable  
Audi repair procedure.

SAGA Code: \_\_\_\_\_

Technician: \_\_\_\_\_

Date: \_\_\_\_\_

**Item#: AUD4927ENG**

**OR**

Je certifie que cette  
campagne de rappel a été  
exécutée suivant les strictes  
directives de réparation  
d'Audi

Code de SAGA: \_\_\_\_\_

Technicien: \_\_\_\_\_

Date: \_\_\_\_\_

**Item # AUD4927FRE**

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal (item# AUD4927ENG or AUD4927FRE).