Technical Service Bulletin

91 MIB2+: Software Update Instructions

91 19 01 2056558/1 October 16, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, Q7, Q8, Q3, and Audi e-tron quattro	2019 - 2020	All	With MIB2+

Condition

The customer's vehicle has a MIB2+ MMI system and requires a software update according to another Technical Service Bulletin (TSB).

Technical Background

The MIB2+ MMI system was first introduced in the model year 2019 A6, A7, A8, and Q8 models. Additionally, starting with model year 2019, the Audi e-tron quattro, Q3, and starting with model year 2020, the Q7 are equipped with a MIB2+ system.

What's New?

- Touchscreen human machine interface (HMI).

- Navigation in the update menu via volume control knob.

- MMI software updates can be downloaded from the Mirror Server using the SD Creator.

- As always, it is possible to download the MMI software updates directly to a blank SD card without having to order the software from the parts department. This also applies to MIB2 and some older MMI3G+ software updates. The SD card part number listed in ETKA, also listed in the applicable TSB, is required to download the software update package using the SD Creator program.

For more information about the SD creator, see TSB 2047812: *"00 SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer"*.

Production Solution

Not applicable.

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Service

Required equipment:

- ODIS Tester.

- SVM Code.

- MIB2+ software update on SD Card (See *Required Parts and Tools* or download the software from the MirrorServer using the SD Creator Program).

Time to complete update:

- Approximately 45 to 75 minutes (includes 15 – 45 minutes for the SW update and 30 minutes for the SVM process).

General MMI Software Update Process:

1. Deactivate the Bluetooth or Wi-Fi connection option in ODIS.

2. Connect the diagnostics head with a USB cable to the vehicle.

3. Open the "Flash" feature in ODIS. Click on "SVM code input" and "Perform check".

4. Enter the SVM code of the update. The system then checks the applicability of the code for the vehicle. The part number of the update medium is also shown on the tester.

5. Insert the Update SD card in the SD 1 slot of the infotainment control unit:

   - The SD slot is located either in the center console or in the MMI control unit in the glove box (depending on the vehicle model)

   - The tester automatically guides you through the updating process.

   - The program then performs the configuration of the new software and reports the build status back to the server.

   - Always follow the commands on the tester screen.

6. After the successful update remember to remove the SD card. It can be used on other vehicles.

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If the update is cancelled, proceed as follows:

1. Enter the red engineering menu by touching the screen with two fingers in the top right corner (Figure 1).

Figure 1. Gesture to enter the red engineering menu.

2. Use the volume control to navigate the red engineering menu (left and right for scrolling, push to select)

   Select "Update" and the source of the update medium, usually SD slot 1.

   All control units to be updated are shown, scroll all the way down and start the update.

3. After the manual successful update perform the SVM code again so that the ODIS tester can make the necessary configuration and report the new vehicle configuration to the SVM server.

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles.
	• G10 for CPO Covered Vehicles – Verify Owner.
	• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.
Service Number:	9196
Damage Code:	0039

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Labor Operations:	Method 1: Automated update using ODIS		
	Check control unit & Test Functionality	9196 0199	10 TU
	OR		
	Method 2: Manual update due to SVM server issues		
	Program infotainment control unit & Test Functionality	0150 0000	70 TU
Diagnostic Time:	Method 1: Automated update using ODIS		
	GFF	0150 0000	Time stated on the diagnostic protocol (Max 175 TU)
	OR		
	Method 2: Manual update due to SVM server issues		
	GFF	0150 0000	Time stated on the diagnostic protocol (Max 75 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB # (include number from original TSB)		

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

See the original TSB for the table.

Additional Information

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

- TSB 2047812, *00 SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*

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All parts and service references provided in this TSB (2056558) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.