

# Technical Service Bulletin

## 91 MIB3: Features grayed out, Audi connect has no function, SOS LED is off or red, and SOS warning message in the FPK

91 20 35 2058096/2 February 6, 2020. Supersedes Technical Service Bulletin Group 91 number 19-21 dated December 19, 2019 for reasons listed below.

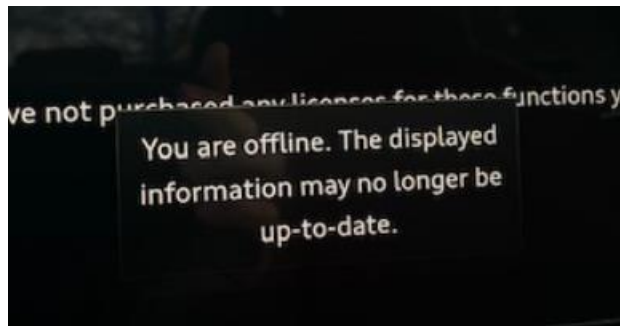
Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5	2020	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title (Added symptoms) Revised <i>Condition</i> (Added grayed out tile and LED is red) Revised <i>Technical Background</i> (Updated topic information) Revised <i>Service</i> (Added notes)
1	12/19/2019	Initial publication

The customer states one or all of the following conditions exist:

- Audi connect services do not function (Figure 1).
- SOS LED is off or red, or the Roadside button does not function.
- There are missing MMI icons on the main menu.
- The Settings Menu cannot be accessed.
- Some MMI features are grayed out.



**Figure 1.** Audi connect offline.



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## Technical Background

The 2020 A4 & A5 models are the first vehicles in the USA market with the MIB3 MMI infotainment system. This new system has the same touch interface as the previous MIB2+ MMI system. However, the technology is different, the hardware is provided by a different supplier, and the base operating system is unique. As a result, the MMI software updates are not cross-compatible between MIB3 and MIB2+ systems.

This new MIB3 system initially comes from the factory with Cluster 32 software which has a concern that can create one or all of the conditions previously mentioned above, when transport mode is deactivated.

## Production Solution

The MIB3 system will receive a software update to fix all concerns.

## Service

For all listed conditions, the service solution is to perform a full factory reset of the MMI menu settings using ODIS. The manual factory reset using the settings menu in the MMI will not resolve this concern (manual method via *Settings >> System Maintenance >> Restore Factory Settings*).

### Service Solution Steps:

1. Using ODIS start Guided Fault Finding.
2. Navigate to Address 005F – Information Control Unit 1 (5F-Information electronics (MIB3)) and right click Address 005F and select Guided Functions (Figure 2).

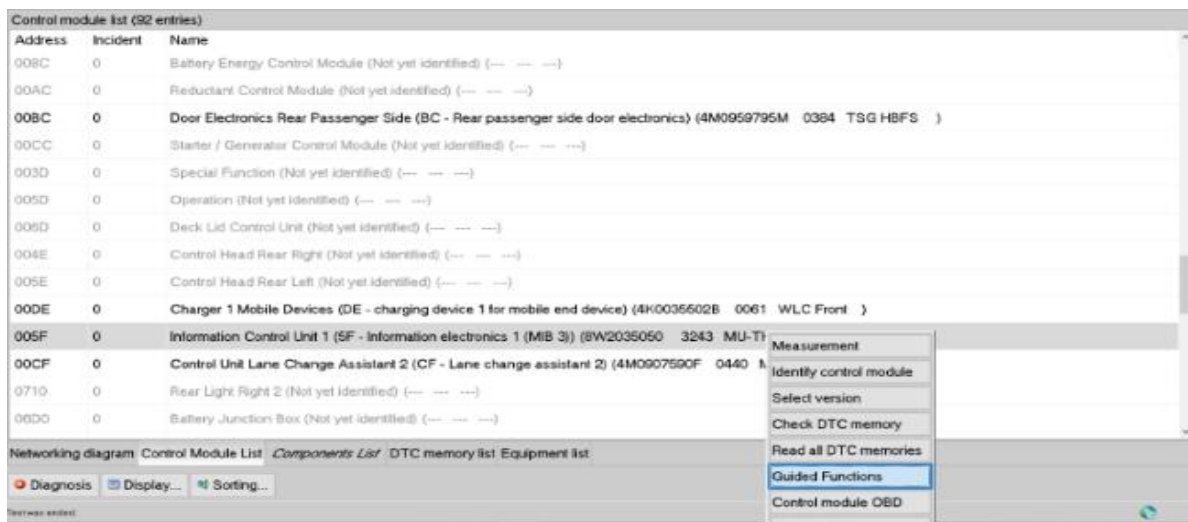
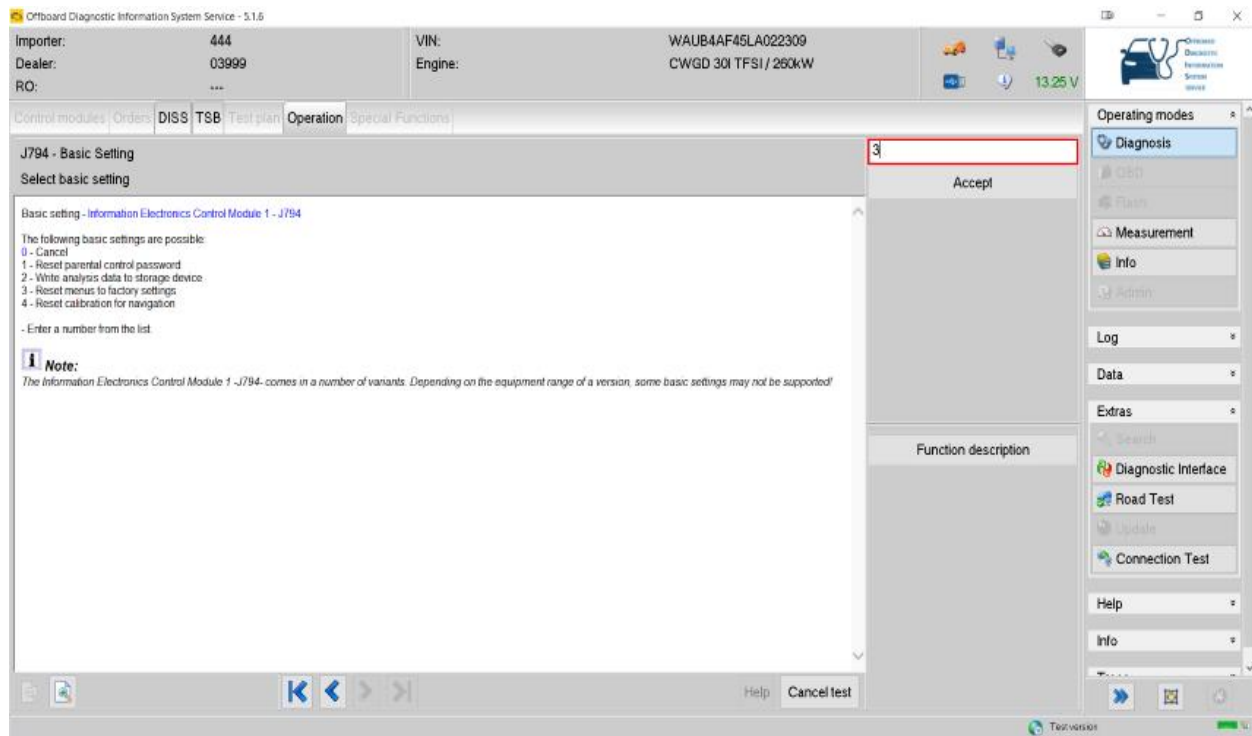


Figure 2. Information Control Unit 1 - Guided Functions.



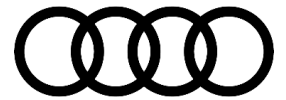
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3. Select “Basic Setting”
4. Select “3-Reset Menus to Factory Settings” (Figure 3).



**Figure 3.** Reset Menus to factory settings.

5. Progress forward through the remaining prompts to complete the MMI factory reset. Once the reset is complete in the MMI, GFF can be ended.
6. Next, go to the main MMI Settings menu and swipe to the right and select Privacy. Then turn OFF Privacy Mode by deselecting “Activate Privacy Mode,” (Figure 4).



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**Figure 4.** Privacy Mode deactivated.

7. Then perform a vehicle bus sleep-cycle by disconnecting ODIS from the OBD port, roll up all windows, and lock the vehicle. Let the vehicle sit for 5-10 minutes. If this step is being completed at PDI then it can be performed after the initial test drive.
8. After the sleep-cycle, turn on the vehicle and wait for the MMI to download all Audi connect service licenses and wait for the SOS light to go green. This process can take up to 15 minutes.



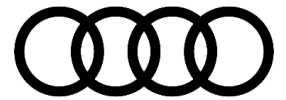
**Note:**

Do not leave the diagnostics head (VAS6154) connected to the vehicle while the vehicle sleep cycle is performed. The vehicle will not fall asleep with it connected.



**Note:**

Do not return the vehicle back into transport mode until you have positively verified that the SOS light has turned green.



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## Warranty

This TSB is informational only and not applicable to any Audi Warranty. This procedure is a necessary part of the vehicle PDI.

## Additional Information

All part and service references provided in this TSB (2058096) 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.

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