



# Technical Service Bulletin

## 91 MIB2 High: MMI reboots, CarPlay display blank, and various technical issues (Clu10 update) - A4/A5/A6/A7/TT/R8/Q7

91 20 69 2059383/2 May 21, 2020. Supersedes Technical Service Bulletin Group 91 number 20-63 dated April 29, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
R8, TT	2017	All	MIB2 High
A4, A5, A6, A7, and Q7	2016 - 2017	All	MIB2 High

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Corrected R8 SVM Code and SD Card) Revised <i>Required Parts and Tools</i> (Corrected R8 SVM Code and SD Card)
1	04/29/2020	Initial publication



### Note:

This update addresses multiple customer concerns and optimizes general system performance. This update should be run for the customer concerns below before any other repairs are attempted.

### Examples for possible customer concerns that are fixed with this software:

- MMI no audio issues.
- Infotainment system reboots while driving.
- myAudi PIN is not accepted.
- Google Earth maps inoperable.
- Subwoofer settings not available.
- Ringtone inoperable.
- Settings change by themselves.
- myAudi navigation destinations are not received.
- Presets being lost.



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- Missing translations.
- CarPlay/Android Auto display problems.
- CD Playback position gets lost.

## Technical Background

Collection of software optimizations.

## Production Solution

New infotainment cluster 10 update addressed the condition.

## Service

### SVM Update Instructions

1. Follow all instructions in TSB 2047576: *91 MIB2 High Software Update Instructions (PR Code 7UG)*.
2. Update the infotainment system using the SVM action code as listed in the table below, if necessary:

Vehicle	SD Creator Part number	SVM code
TT	4M0906961CJ	MHI2US1083TT
A6/A7	4M0906961DB	MHI2US0541
A4/A5/Q7	4M0906961CP	MHI2US2162
R8	4M0906961CK	MHI2US2588R8

3. Campaign 91U7 **must be** rerun after performing the update specified in this TSB!

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>
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<b>Service Number:</b>	9196		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software Update (Includes checking for DTCs)	0151 0000	As per TSB# 2047576
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB #2059383/2		

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.

## Required Parts and Tools

Model	SD Card	Quantity
TT	4M0906961CJ	01 (Shop tool)
A6/A7	4M0906961DB	01 (Shop tool)
A4/A5/Q7	4M0906961CP	01 (Shop tool)
R8	4M0906961CK	01 (Shop tool)

## Additional Information

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

- TSB 2047576, *91 MIB2 High Software Update Instructions (PR Code 7UG)*.

All part and service references provided in this TSB (2059383) 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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