



# Technical Service Bulletin

---

## 91 MIB2 High Bang & Olufsen: no audio if the volume is over 36

91 20 00 2060476/1 August 21, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, S6, S7, RS6, and RS7	2017	All	MIB2 High

## Condition

### Customer states:

- When playing music with the volume above 36 there is no audio. After lowering the volume the audio returns after a few moments.
- Only vehicles with the Bang & Olufsen sound system are affected.

## Technical Background

Not applicable.

## 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:

### Vehicles with a production date on or after calendar week 22/2016

Vehicle	SD Creator Part number	SVM code
A6/A7	4M0906961DC	MHI2US3341



# Technical Service Bulletin

## 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>		
<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 # 2060476/1		

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
A6/A7	4M0906961DC	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 (2060476) 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.

©2020 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or



# Technical Service Bulletin

---

transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.