



# Technical Service Bulletin

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## 91 MIB2 High Scale: reboots, Android Auto, CarPlay and various technical issues (Clu10 update)

91 20 09 2060568/1 September 3, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, A4	2017 -2018	All	MIB2 High Scale
A5, Q5	2018	All	MIB2 High Scale

## Condition



### 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:

- CarPlay display blank.
- Android Auto screen not filled.
- MMI reboots.
- Subwoofer setting missing.

## Technical Background

Collection of software optimizations.

## Production Solution

New infotainment cluster 10 update addressed the condition.

## Service

This TSB and TSB 2060567: *91 MIB2 High Scale: reboots, Android Auto, CarPlay and various technical issues (Clu10 update)* replaces Pending Service Solution (PSS) TSB 2044860: *91 PSS Android Auto display does not fill entire MMI screen.*

### Required equipment:

- ODIS Tester.



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- SVM code.
- MIB2 High Scale Software update on SD Card (see *Required Parts and Tools* or Download the software from MirrorServer using the SD Creator Program).

## Time to complete update:

- Approximately 30-60 minutes (includes 20-50 minutes for the software update and 10 minutes for the SVM work).

## Service work:

- Update the MIB2 High Scale infotainment system using either Method 1 or Method 2 according to TSB 2050565: *91 MIB2 High Scale Software Update Instructions (PR Code 7UH)* and use SVM code MHS2US2037.

## Method 1: Automated update using ODIS.

## Method 2: Manual update due to SVM code or Server issues.

Vehicle	SD Creator Part Number	SVM Code
A3, A4, A5, and Q5	4M0906961CD	MHS2US2037

## 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# 2050565
<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 # 2060568/1		

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.



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## Required Parts and Tools

Model	SD Card	Quantity
A3, A4, A5, and Q5	4M0906961CD	01 (Shop tool)

## Additional Information

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

- TSB 2050565, *91 MIB2 High Scale Software Update Instructions (PR Code 7UH)*.
- TSB 2047812, *00 SD Creator: how to set up and use the SD Creator for obtaining vehicle software updates via the MirrorServer*.

All part and service references provided in this TSB (2060568) 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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