



Technical Service Bulletin

PSS 91 MIB2+ High: The quick access toolbar resets itself to factory settings

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, S8, Q7, SQ7, and Q8	2019 - 2020	All	MIB2+ High
A6 allroad, S6, S7, RS 7, SQ8, and RS Q8	2020	All	MIB2+ High

Condition

Customer states:

- The quick access toolbar on the left side of the MMI screen sporadically resets itself to factory settings after boot-up, even if the customer has rearranged the icons (Figure 1).



Figure 1. Quick access toolbar icons resetting themselves.

Technical Background

A software malfunction causes the toolbar icons to reset.

Production Solution

Not applicable.



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Service

1. Explain to the customer that a permanent solution is forthcoming for the 4th quarter of 2021 and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*), or through the Technical Assistance page in Elsa.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (2062388) 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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