



Technical Service Bulletin

PSS 91 MIB2+ High: radio stations sporadically cannot be changed

91 21 75 2062386/1 February 26, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6 allroad, S6, S7, SQ8, and RS Q8	2020	All	MIB2+ High
A6, A7, A8, Q7, SQ7, and Q8	2019 – 2020	All	MIB2+ High
Q3	2019 - 2021	All	MIB2+ High

Condition

Customer states:

- After a certain amount of uptime of the MMI system, it is sporadically no longer possible to change radio stations. While the new radio station is displayed selected on the screen, the audio from the previous station is still playing.

Technical Background

A software malfunction causes the radio selection to become inoperable.

Production Solution

Not applicable.

Service

Short Term Workaround

- A reset of the MMI system temporarily fixes the problem.
1. Perform a reset of the MMI system by pressing and holding the On/Off button for at least 10 seconds until the boot-up screen appears.
 2. Explain the reboot procedure to the customer.



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3. 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.
4. 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

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	0039		
Labor Operations:	Reboot the MMI system and explain the procedure to the customer	9196 9999	5 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2062386/1		

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.

Additional Information

All part and service references provided in this TSB (2062386) 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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