



Technical Service Bulletin

PSS 91 MIB3: favorites, home address, and stored destinations are lost

91 21 17 2062266/2 August 2, 2021. Supersedes Technical Service Bulletin Group 91 number 21-68 dated February 17, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, S4, A4 allroad, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2020 - 2021	All	MIB3
A6, A6 allroad, A6 Avant, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, Q5, SQ5, Q7, SQ7, Q8, SQ8, RS Q8, RS 5, RS 5 Cabriolet, RS 5 Sportback, Audi e-tron quattro, and Audi e-tron Sportback	2021	All	MIB3

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Updated expected release date)
1	02/17/2021	Initial publication

Customer states:

- Last destinations, favorites, and home/work addresses are sporadically lost.

Workshop findings:

- The concern might not be reproducible at the dealership due to it happening sporadically.



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Technical Background

A software bug can cause some user data to be lost on boot-up.

Production Solution

This bulletin will be updated when more information is available. A solution is currently under development.

Service

1. Explain to the customer that a solution is forthcoming for the 1st quarter of 2022 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 (2062266) 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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