

Technical Service Bulletin

PSS 91 MIB2+ High: privacy pop-up is always shown with active privacy settings

91 21 22 2060474/3 August 19, 2021. Supersedes Technical Service Bulletin Group 91 number 21-63 dated January 19, 2021 for reasons listed below.

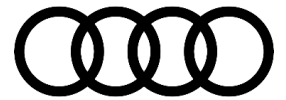
Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2019 - 2021	All	MIB2+ High
A6 allroad, A6 Avant, Q7, S6, S7, SQ7, SQ8, RS6 Avant, RS7, RS Q8 Audi e-tron quattro, and Audi e-tron Sportback	2020	All	MIB2+ High
A6, A6 allroad, A6 Avant, A7, A8, Q8, S6, S7, and S8	2019 - 2020	All	MIB2+ High

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Service</i> (Updated expected release date and clarified workaround)
2	01/19/2021	Revised header (Added MY21 for Q3)
1	08/21/2020	Initial publication

Customer states:

- After software update, with active privacy settings, e.g. "Use of vehicle position", the pop-up window is shown with every ignition cycle (Figure 1).
- If "Do not show again" is chosen, the message is nevertheless shown again with every restart/ignition cycle.



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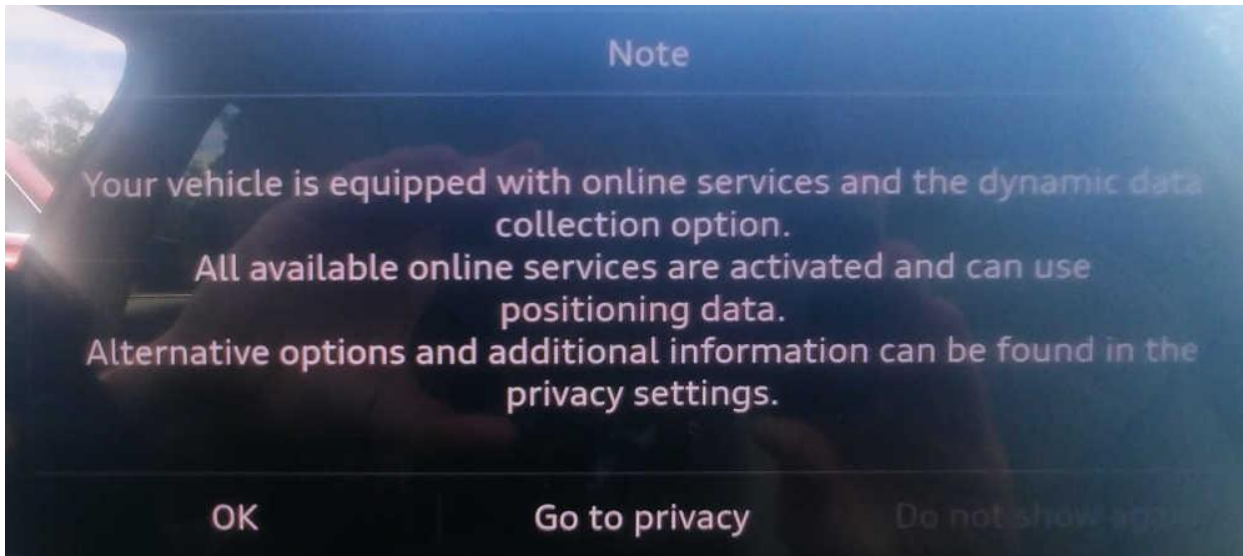


Figure 1. Privacy pop-up.

Technical Background

Due to a software issue, the message pops up whenever a privacy option is selected active and does not store the “do not show again” feature.

The privacy settings themselves are not affected by this pop-up.

Production Solution

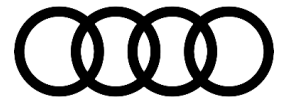
This bulletin will be updated when more information is available. A solution is currently under development.

Service

Workaround:

If there are no privacy options currently active, the pop-up will not be shown on every startup when “do not show again” has been selected. Verify that all privacy options have been deactivated.

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.



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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 (2060474) 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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