Technical Service Bulletin

91 MIB3: favorites, home address, and stored destinations are lost
91 22 64 2062266/5 January 8, 2022. Supersedes Technical Service Bulletin Group 91 number 21-55 dated December 8, 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 - 2022	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 sportback, Audi e-tron quattro, and Audi e-tron sportback quattro	2021 - 2022	All	MIB3
A3, S3, Audi e-tron GT, and Audi RS e-tron GT	2022	All	MIB3

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
5	-	Revised *Service* (Added workaround)
4	12/8/2021	Revised header (Corrected Elsa display issue and added software)
3	10/13/2021	Revised header (Added Models and Model Years) Revised *Service* (Updated expected release date)

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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.

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 3rd quarter of 2022 and that no repairs are necessary at this point. A workaround procedure has been developed and can be found below.

   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.

   Workaround

   As of CW 50/21, all affected vehicles have been migrated to a new connect backend which supports "Personalization 2.0". Therefore, as long as the customer is logged into their myAudi account and they don't have privacy settings active, the vehicle will store the favorites, and other user specific settings on the myAudi backend system.

   While the customer might still experience issues with lost favorites, etc., they will be recovered from the backend a short while after the MMI system is turned on and has established its connection to the myAudi backend.

Warranty

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

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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.