



Technical Service Bulletin

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

91 22 91 2062266/6 March 25, 2022. Supersedes Technical Service Bulletin Group 91 number 22-64 dated January 8, 2022, 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	With MIB3
A8, A8 e quattro, and S8	2021		
RS 5, RS 5 Sportback, A6, S6, A6 allroad, RS 6 Avant, A7, A7 e quattro, S7, RS 7, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, RS Q8, e-tron quattro, and e-tron Sportback quattro	2021 – 2022		
A3, S3, e-tron GT, and RS e-tron GT	2022		

Condition

REVISION HISTORY		
Revision	Date	Purpose
6	-	Revised header (corrected filter to show for MY22 Q5)
5	12/23/2021	Revised <i>Service</i> (Added workaround)
4	12/8/2021	Revised header (Corrected Elsa display issue and added software)

Customer states:



Technical Service Bulletin

- 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 expected to be available in the 3rd quarter of 2022 (subject to change) 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 in to 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



Technical Service Bulletin

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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