



Technical Service Bulletin

PSS 91 MIB3: System gets stuck on the welcome screen at startup

91 22 11 2067569/1 July 14, 2022.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2022	All	Not applicable

Condition

Customer states:

The MMI stays stuck on the welcome screen while loading user information from the backend on startup.

Workshop findings:

- No relevant DTCs are stored.
- The complaint may sporadically be reproducible.

Technical Background

A software issue in the Onboard Communications Unit (OCU) (J949, diag. addr. 0075) may cause the MMI to be stuck loading user information, especially when the vehicle is located outside of cellular coverage.

Production Solution

Not applicable.

Service



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1. Explain to the customer that a solution is expected to be available by the end of the 1st quarter of 2023 (subject to change) 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.

Workaround

- A reboot of the MMI system, either via a 10 second power button reset or a bus sleep cycle, may cause the system to boot up normally again.
- If the vehicle is located outside of cellular coverage, multiple resets may be required.

Warranty

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

Additional Information

All part and service references provided in this TSB (2067569) 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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