

# Technical Service Bulletin



## 91 MIB3: favorites/home address/destinations lost, blue screen, various other improvements (CL35' update)

91 23 73 2069112/1 February 13, 2023.

| Model(s)  | Year        | VIN Range | Vehicle-Specific Equipment |
|---|-------------|-----------|----------------------------|
| A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback  | 2020 – 2022 |           |                            |
| RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, A7 e quattro, S7, RS 7, A8, S8, e-tron quattro, e-tron Sportback quattro, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8 | 2021 – 2022 | All       | MIB3                       |
| A3, S3, RS 3, e-tron S quattro, e-tron GT, RS e-tron GT, and Q3   | 2022        |           |                            |

## Condition

### Customer states:

- Saved addresses (including the home address), favorites, last destinations, HVAC favorite button assignment, and/or icon and shortcut order are lost sporadically.
- In extremely rare cases, the screen may turn completely blue until a bus sleep, or an MMI reboot is performed.
- **MY22 Q3 only:** the MMI gets stuck on the welcome screen while loading user information from the backend on startup.

### Workshop findings:

No relevant DTCs are stored.



## Technical Background

A software-related issue may cause the complaints described above.

## Production Solution

Improved series software with MY23.

## Service

**This bulletin replaces the following Pending Service Solutions (PSS):**

TSB 2062266: *PSS 91 MIB3: favorites, home address, stored destinations, tile arrangement, and user-defined HVAC buttons are lost.*

TSB 2063702: *PSS 91 MIB3: MMI display turns blue.*

TSB 2067569: *PSS 91 MIB3: System gets stuck on the welcome screen at startup.*

TSB 2064429: *PSS 91 MIB3: Function assignment to the star button is lost.*

### Required equipment:

- ODIS Tester.
- SVM code.
- MIB3 Software update on USB Flash Drive (see *Required Parts and Tools* or download the software from MirrorServer using the SD Creator Program).

### Time to complete update:

- Approximately 30-60 minutes (includes 20-50 minutes for the software update and 10 minutes for the SVM work).

### Service work:



**Warning:** Prior to performing the software update described in this TSB:

Check the software version of the information electronics -J794- (address word 005F).

If the software of the Information electronics is lower than (but not including 3696):

#### **Model Year 2020 vehicles:**

- Update the vehicle according to TSB 2067021: 91 MIB3: Garage opener/SXM/Online Radio or other various malfunctions B129B11, B129C22, B123B13, B123C13 or B200000.

#### **Model Year 2021 vehicles:**

Safety recall 91DZ has to be completed prior to the update described in this TSB.

# Technical Service Bulletin



- Update the MIB3 infotainment system using either Method 1 or Method 2 according to TSB 2060523: “91 MIB3 Software Update Instructions” and use the appropriate SVM code listed in the table below.

**Method 1: Automated update using ODIS.**

**Method 2: Manual update due to SVM code or Server issues.**

| Vehicle                          | SD Creator Part Number | SVM Code             |
|----------------------------------|------------------------|----------------------|
| A3                               | Not yet available.     |                      |
| A4/A5/Q3/Q5                      | 8W0906961BB            | <b>CL35MHI3P3853</b> |
| A6/A7/A8/Q7/Q8/e-tron/e-tron GT) | 8W0906961AT            | <b>CL35MPR3P3853</b> |

## Warranty

|                          |  |              |                 |
|--------------------------|--|--------------|-----------------|
| <b>Claim Type:</b>       | <ul style="list-style-type: none"> <li>• 110 Up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered Vehicles – Verify Owner.</li> <li>• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul> |              |                 |
| <b>Service Number:</b>   | 9196   |              |                 |
| <b>Damage Code:</b>      | A839   |              |                 |
| <b>Labor Operations:</b> | Software Update (Includes checking for DTCs)   | 0151 0000    | See TSB 2060523 |
| <b>Diagnostic Time:</b>  | GFF  | No allowance | 0 TU            |
|                          | Road test prior to the service procedure   | No allowance | 0 TU            |
|                          | Road test after the service procedure  | No allowance | 0 TU            |
| <b>Claim Comment:</b>    | As per TSB 2069112/1   |              |                 |

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

## Required Parts and Tools

| Model       | USB Flash Drive | Quantity       |
|-------------|-----------------|----------------|
| A4/A5/Q3/Q5 | 8W0906961BB     | 01 (Shop tool) |



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|                                  |             |                |
|----------------------------------|-------------|----------------|
| A6/A7/Q7/Q8/Q8/e-tron/e-tron GT) | 8W0906961AT | 01 (Shop tool) |
|----------------------------------|-------------|----------------|

## Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
- TSB 2060523: *91 MIB3 Software Update Instructions.*
- TSB 2047812: *00 SD Creator: how to set up and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*

All part and service references provided in this TSB (**2069112**) 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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