



Technical Service Bulletin

91 MIB3: pop-ups for massage functions are not displayed when the massage button is pressed

91 23 16 2069596/2 July 24, 2023. Supersedes Technical Service Bulletin Group 91 number 23-82 dated March 22, 2023 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|--|------|-----------|--|
| A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback | 2020 | All | Pneumatically adjustable lumbar system |

Condition

| REVISION HISTORY | | |
|------------------|------------|---|
| Revision | Date | Purpose |
| 2 | - | Revised <i>Service</i> (updated to reflect new software update to fix this issue) Revised <i>Warranty</i> (added warranty table) |
| 1 | 03/22/2023 | Initial publication |

Customer states:

The pop-up message for the seat massage function is no longer displayed on the MMI screen when the massage button is pressed (Figure 1).



Figure 1: Massage pop-up.



Technical Service Bulletin

The massage options can still be accessed via the *Vehicle Seats* menu in the MMI.

Workshop findings:

- No relevant DTCs are stored.
- The vehicle was updated to CL35 or CL35' previously (MMI SW version 36**).

Technical Background

The communication between the seat control modules and the MMI changed with MY21.

Production Solution

New communication protocol implemented in MY21.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the Electronic Central Electrical (BCM) control unit -J519- (address word 0009) using the SVM action code as listed in the table below, if necessary:

| Model | Old Software Part Number | Old Software Version | New Software Part Number (or higher) | New Software Version (or higher) | SVM Code Input |
|-------|--------------------------|----------------------|---|-------------------------------------|----------------|
| A4/A5 | 8W1907063* | 0690 | 8W1907063* | 0692 | 09A058 |

Warranty

| | | | |
|--------------------------|--|-----------|-------------------------------|
| Claim Type: | <ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. | | |
| Service Number: | 9710 | | |
| Damage Code: | 0039 | | |
| Labor Operations: | Software Update (Includes checking for DTCs) | 0151 0000 | Time stated on the diagnostic |



Technical Service Bulletin

| | | | protocol (Max 100 TU) |
|-------------------------|--|--------------|-----------------------|
| Diagnostic Time: | 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 |
| Claim Comment: | As per TSB 2069596/2 | | |

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.

Additional Information

All part and service references provided in this TSB (**2069596**) 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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