



Technical Service Bulletin

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

91 24 89 2069112/5 March 29, 2024. Supersedes Technical Service Bulletin Group 91 number 24-74 dated February 23, 2024 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 – 2022	All	Not Applicable
A8 e quattro	2021		
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		
A3, S3, RS 3, e-tron S, e-tron GT, and RS e-tron GT	2022		

Condition

Revision	Date	Purpose
5	-	Revised <i>Service</i> (Corrected typo)
4	02/23/2024	Revised header (removed unapplicable model) Revised <i>Warranty</i> (updated labor ops)
3	06/05/2023	Revised <i>Service</i> (added SVM for A3)



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Customer states:

- Saved addresses (including the home address), favorites, last destinations, 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.



In instances where the radio station favorites are lost, please refer to PSS 2073135: 91 PSS MIB3: Radio favorites lost / shortcuts grayed out on lower screen.

In instances where the HVAC favorites are lost, please refer to PSS 2072285: 91 PSS MIB3: air conditioning function favorite on the lower display is lost.

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.*



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- 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 (Download the software from MirrorServer using the SD Creator Program or, if not available for download, order the update medium from parts with the part number listed in *Required Parts and Tools*).

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:

NOTICE

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 information electronics is lower than (but not including) 3696:
Model Year 2020 vehicles:
 Update the vehicle according to TSB 2067021 *MIB3: Garage opener/SXM/Online Radio or other various malfunctions B129B11, B129C22, B123B12, B123C13, or B200000.*
Model Year 2021 vehicles:
 Safety Recall 91DZ must be completed prior to the update described in this TSB.

- 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 using ODIS.

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

Vehicle	SD Creator Part Number	SVM Code
A3/A4/A5/Q3/Q5	8W0906961BB	CL35MHI3P3853
A6/A7/A8/Q7/Q8/e-tron/e-tron GT)	8W0906961AT	CL35MPR3P3853



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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:	9196		
Damage Code:	A839		
Labor Operations:	Software Update	0151 0010	See SRT with associated operations
Diagnostic Time:	Software Update (Includes checking for DTCs)	0151 0060	Time stated on the diagnostic protocol (Max 100 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 2069112/5		

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
A3/A4/A5/Q3/Q5	8W0906961BB	01 (Shop tool)
A6/A7/A8/Q7/Q8/e-tron/e-tron GT)	8W0906961AT	01 (Shop tool)

Additional Information



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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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