

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised Service (Added latest MMI Zug update)
2	11/11/2008	Revised Title to include Repair Group

The customer complaint is that the DSP BOSE sound setting does not remain on surround fr or surround rear.



Instead, normal is displayed, and the corresponding sound focus is audible.



Technical Background

The unwanted behavior occurs only after a sleep cycle of the MMI system. The sound setting does not change by itself during a driving cycle.

Production Solution

Software improvement

Service

A MMI System software update has to be performed. Refer to Technical Service Bulletin 2019334 for directions to perform the update.

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	0039		
Labor Operations:	MMI Zug Update without telephone transceiver R36	9196 25 99	100 TU
	MMI Zug Update with telephone transceiver R36	9196 26 99	150 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2015136/3		
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

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

- TSB 2019334, 91 MMI High System software update (Zug 864 - update) procedure

All part and service references provided in this TSB are subject to change and/or removal. Always check with your Parts Dept. and service manuals for the latest information.

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