Technical Service Handbook (HST)   **ElsaPro Job no.: 30960**

DMS Repair Order number: **undefined**

VIN: ██████████████████

Model code: **4G251A**

Engine code: **CTUA**

License plate:

User name: ██████

Model year: **2014**

Model description: **A6 Sal. qu. 3.0 V6228 A8**

Transmission code: **QCZ**

Final drive code:

Service advisor - name: ████████████████████

> ⚠ **The following filter criteria could not be filtered automatically in this article based on the vehicle identification. Please observe the limits listed for this article!**

DTC memory entries:

Diagnostic address	Incident code	Fault type	Status
005F - Information Control Unit 1	03041: Energy management active	0 - tbd	Intermittent
005F - Information Control Unit 1	00384: Optical data bus	0 - tbd	static

Basic filtering of vehicle description

Brand	Model year	Model code	Engine code	Transmission code	Final drive code
A	2014	4G% - 2011 - 2016 MMI 3G+ V	%	%	%

Technical Service Bulletin   Transaction No.: **2030465/10**

91 MMI 3G+ MMI inop; blank screen at startup; various technical issues (K0942 ZUG update; supersedes K0814 update)

Release date: Aug 18, 2016

Condition

REVISION HISTORY		
Revision	Date	Purpose
10	-	Revised *Service* (Updated step 7) Revised *Warranty* (Updated time for A8 w/ RSE)
9	6/23/2016	Revised *Condition* (Corrected referenced bulletin number)
8	6/23/2016	Revised title Revised header data (Added model, model years, and DTCs) Revised *Condition* (Added complaints) Revised *Service* (Updated instructions for K0942) Revised *Warranty* (Updated Claim Type)

Customer may report one of the following concerns:

Group	Complaint
A & B	

	Sound system "pops" and loses audio for a few seconds (for vehicles with base sound system)
	-or-
	Sound system loses audio for a few seconds and returns on its own (for vehicle with Bose or Bang & Olufsen sound system)
	Tip: If the sound does not return on its own, or is accompanied by relevant DTCs in the vehicle, another issue may be present. Please verify the root cause before proceeding with this bulletin.
A	MMI system randomly freezes and/or resets.
A	DVD changer playback inoperative after bus sleep (A8 only).
A	HD radio does not playback in stereo.
A	HD radio experiences poor blending between digital and analog signals.
A	Google Earth does not properly update the maps after leaving an area of 2G or poor cellular reception.
A	The lower MMI display flickers when an iPod is connected and the *Function* or *Settings* menu is selected and the vehicle is stationary.
A	Bluetooth® will not automatically reconnect to certain iPhone models after vehicle sleep.
A	Surround settings are lost after ignition cycle (vehicles equipped with BOSE® sound systems only).
B	Google Earth does not load in 2G roaming areas.
C	Voicemail number stored in MMI intermittently is deleted.
C	HVAC vent position shown in MMI does not match setting on climate control (C7 only).
C	Microphone sensitivity settings stored in MMI intermittently change back to default settings.
C	MMI system becomes slow to respond and eventually freezes or resets. This can cause the navigation map screen to appear to freeze, jump, or skip either with or without Google Earth map view.
D	MMI screen is blank and appears to be completely inoperative after ignition is turned on. The screen remains blank until the ignition is cycled.
D	MMI screen stops at the initial splash screen showing the Audi logo.
D	The MMI is frozen and does not respond to any input.
D	One or both of the following DTCs is present in the system: • DTC 000384 (Optical data bus, disruption - static) • DTC 03041 (Energy management active - sporadic)
D	Error message in MMI: "Navigation data is invalid" (See TSB 2040579 before performing update)

i **Tip:** The MMI software version can be found under *Menu >> Setup MMI >> Version Information*. The software version will show the 4-digit software version number with a "P" or "K" prefix ("P" for Production and "K" for Service") (Figure 1).

- **Group A complaints:** Valid for vehicles with MMI software below version **0566.**

- **Group B complaints:** Valid for vehicles with MMI software at or above version **0566** but below **0715.**

- **Group C complaints:** Valid for vehicles with MMI software at or above version **0715** but below **0814.**

- **Group D complaints:** Valid for vehicles with MMI software at or above **0814** but below **0942.**
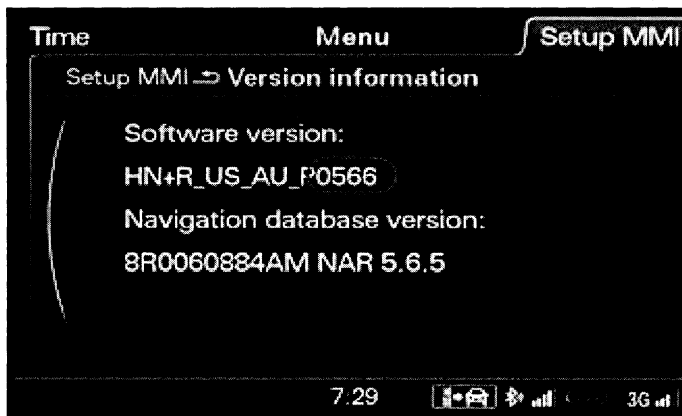
Figure 1. Example showing MMI software version (0566).

i **Tip:** Only apply this bulletin to vehicles if the customer complaint is in the correct group. Applying the update to vehicles outside of the appropriate group can cause repeat repairs and the warranty claim may be denied.

Note:

This bulletin only applies to vehicles with MMI3G+ Navigation (PR Number "7T6") with or without Audi connect.

Technical Background

Continual improvements to MMI software provides solutions to issues experienced in the field.

Production Solution

Production vehicles received improved MMI software at the start of Model Year 2017.

Service

Note:

Review this entire bulletin before proceeding and follow all steps exactly to avoid damage to the MMI components. If how to proceed is unclear at any time, please contact TAC.

- **For model year 2011-2013 Vehicles with MMI3G+, perform steps 1-10 below.**
- **For model year 2014-2016 Vehicles with MMI3G+, only perform steps 6-10 below**

A software update can be performed. In many cases, HD radio may have been disabled as a temporary solution to the "popping" concern. The HD radio option must be verified and if necessary, reactivated as part of this procedure.

1. Verify the HD radio is enabled in the MMI by navigating to *Radio >> Settings.*

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- If the HD radio options are present in the MMI menu, proceed directly to Step 6.
- If the HD radio options are not present in the MMI menu, continue with Step 2.

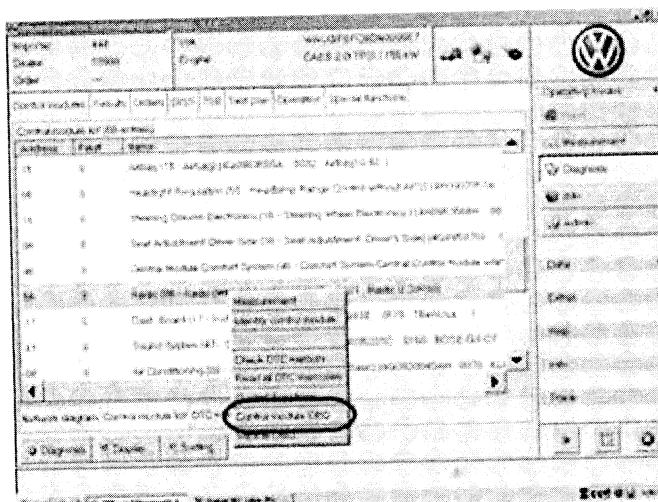2. Using ODIS, right-click on *56 – Radio* in the Control module list, and select *Control Module OBD* (Figure 2).

Figure 2. Radio self-diagnosis.

3. Select *Code* (Figure 3).

Tip: This option will not be available until ODIS has completed loading all tasks.
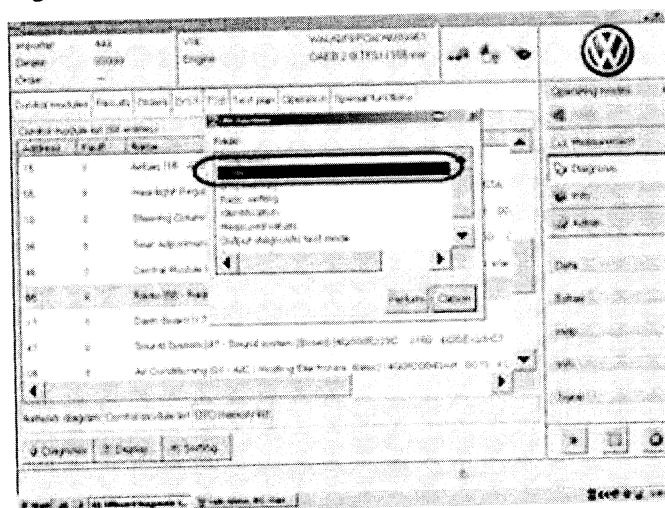

Figure 3. Code radio option.

4. Verify the coding in byte 2 is HEX 07.

- If it is not HEX 07, change the coding to HEX 07. Apply changes (Figure 4).
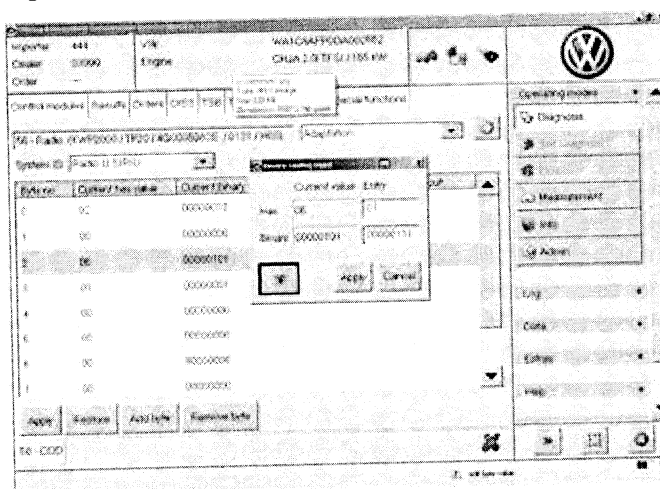

Figure 4. Changed radio coding.

5. If the coding had to be changed, perform a 3-finger reset on the MMI system. When the coding is successful, the HD radio options will show in the Band settings on the MMI.

6.

As part of the update, wireless settings and paired devices will be deleted. All devices will need to be re-paired after the update, and all wireless settings restored to the customer's settings. To access the Wireless network settings on the MMI (Figure 5), press *TEL >> Settings >> Wireless network connection >> Wireless network settings.* Record all settings so they can be re-entered at the end of the update.
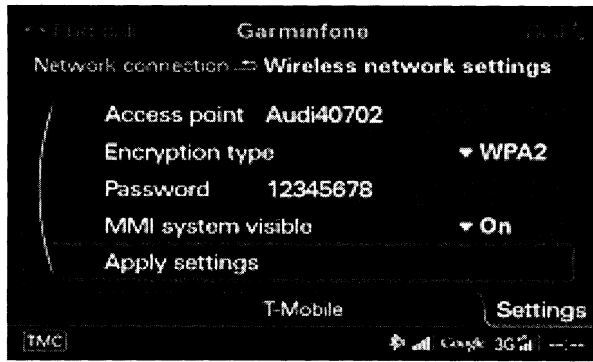

Figure 5. Wireless network settings.

7. Update the MMI software following the instructions in TSB 2028141, *Generic instructions for updating MMI 3G / MMI 3G+ software and navigation* data; using the appropriate update media (SD card) for this vehicle:

• MY2012-2015 A6, A7 • MY2011-2016 A8 • MY2015-2016 Q3	Use **8R0 906 961 ES** (For A8 RSE equipped vehicles, the RSE must be updated sequentially, or only after the front MMI has completed the update. The update will fail for the rear if the front MMI is still in the Red Engineering Setup menu)
• MY2013-2016 A4, A5, Q5 • MY2012-2015 Q7	Use **8R0 906 961 ET** (For vehicles equipped with Audi connect, a script patch will need to be executed after the software update is completed to allow Google Earth to function properly. See TSB 2044940 "*91 MMI3G+ Google Earth does not load after K0942 MMI software update*")

(!) **Note:**

The MMI system may remain blank for extended periods of time during the update. If the screen remains blank for over 20 minutes, contact TAC.

(!) **Note:**

Some earlier model year 2012 vehicles, or vehicles equipped with Bose® sound systems may experience certain modules that will not update properly during Step 16 of TSB 2028141. If this should occur, either choose 'Cancel' (Figure 6), or 'Skip device' (Figure 7), depending on the type of error. Do *not* choose 'Cancel update', as this may cause the software update to fail entirely. After the update is finished and the summary page is shown, select
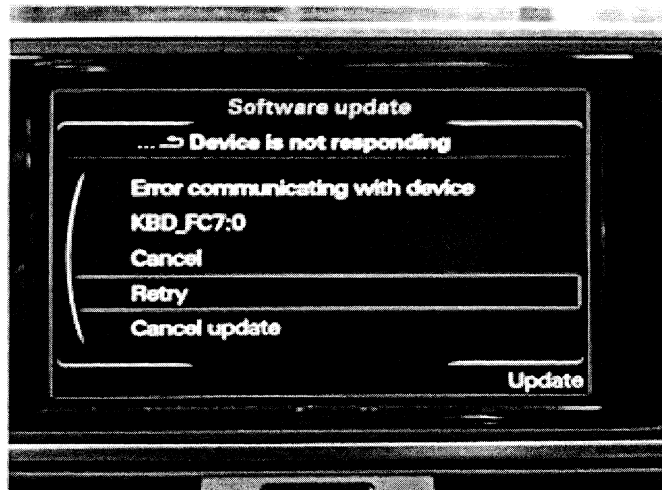

Figure 6. A device requiring a 'Cancel' selection.

'Retry' at the bottom of the list if it is available to attempt to update the modules again. If 'Retry' is greyed out, then the software update was successful. Select 'Continue" to proceed. In some cases 'Retry' may have to be repeated two or three times to get all modules to update successfully.
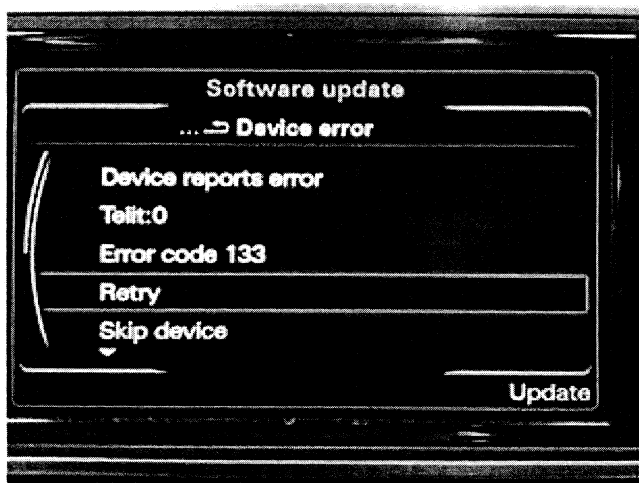

Figure 7. A device requiring a 'Skip device' selection.

8. Verify that the software update has been completed successfully by accessing the logging page (Figure 8). To access this screen, proceed to step 8 in TSB 2028141 and press the lower left softkey. A successful update will show the date the update was performed and the software that was installed (HN+R_US_AU_K0715_X), with 'OK' listed on the right (example 0715 installation). The 'X' may be one of several different numbers. If K0715_X does not have any rows with 'OK', the update must be retried until it is successful. For the latest P0942 update, this line would show K0942_X.
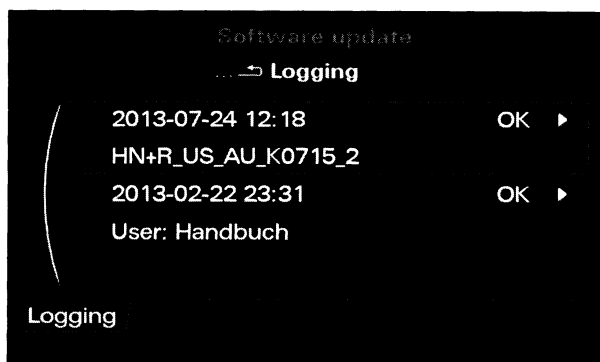

Figure 8. Software update log showing a successful software installation.

Tip: If the update must be performed two or more times due to modules not updating correctly, a screenshot of the software update log is required (Figure 9). This should be kept on-hand for warranty auditing purposes. To take a screenshot, insert an SD Card into slot 1. For A6/A7/A8/Q7, press and hold the left and right arrow keys at the same time. For A4/A5/Q5, press and hold the bottom two softkeys at the same time. All 4 softkeys will flash when the screenshot is taken. A screenshot should be taken of each page in the logging display.

Figure 9. Software update log showing 2 failed attempts before a successful installation.

9. Perform the SVM code listed on the MMI update SD card to establish a reference for this vehicle, and add the test plan to clear DTCs created from the update. If any errors are encountered while the SVM code is performed, call TAC and attach the diagnostic log showing

the error. If the DTC for "Checking Software Version Management" is active, then the SVM part of the repair was not successful. If this DTC remains after running the SVM code, contact TAC.

10. Using the recorded Wireless network settings from Step 6, reenter the values to restore the settings to the customer's selections. Inform the customer that Wi-Fi and Bluetooth® devices will need to be reconnected to the vehicle.

Warranty

Claim Type:	• 110 up to 48/50 • G10 for CPO Covered Vehicles – Verify Owner • If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	0039		
Labor Operations:	If necessary, code HD radio	9130 2599	20 TU
	Update MMI software (All except A8 w/ RSE)	9196 2599	120 TU
	Update MMI software (A8 w/ RSE only)	9196 9999	220 TU
	If necessary, perform repeat update due to failure (All except A8 w/ RSE)	9196 2599	60 TU for each repeat
	If necessary, perform repeat update due to failure (A8 w/ RSE only)	9196 9999	60 TU for each repeat
Diagnostic Time:	GFF – Checking and clearing fault codes included in existing labor operations	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 # 2030465/10		

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

Part Number	Part Description	Quantity
8R0906961ES	MMI 3G+ Software Update (A6, A7, A8, Q3)	1 per dealer
8R0906961ET	MMI 3G+ Software Update (A4, A5, Q5, Q7)	1 per dealer

Additional Information

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

• TSB 2028141, *Generic instructions for updating MMI 3G / MMI 3G+ software and navigation data.*

- TSB 2044940, *91 MMI3G+ Google Earth does not load after K0942 MMI software update.*

All parts and service references provided in this TSB (2030465) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.