

# Technical Service Bulletin

## MMI Surround setting lost

91 07 22 May 21, 2007 2015136/1

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6	2005	All	BOSE System and Zug 317 installed
A8	2004 – 2005	All	

## Condition

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

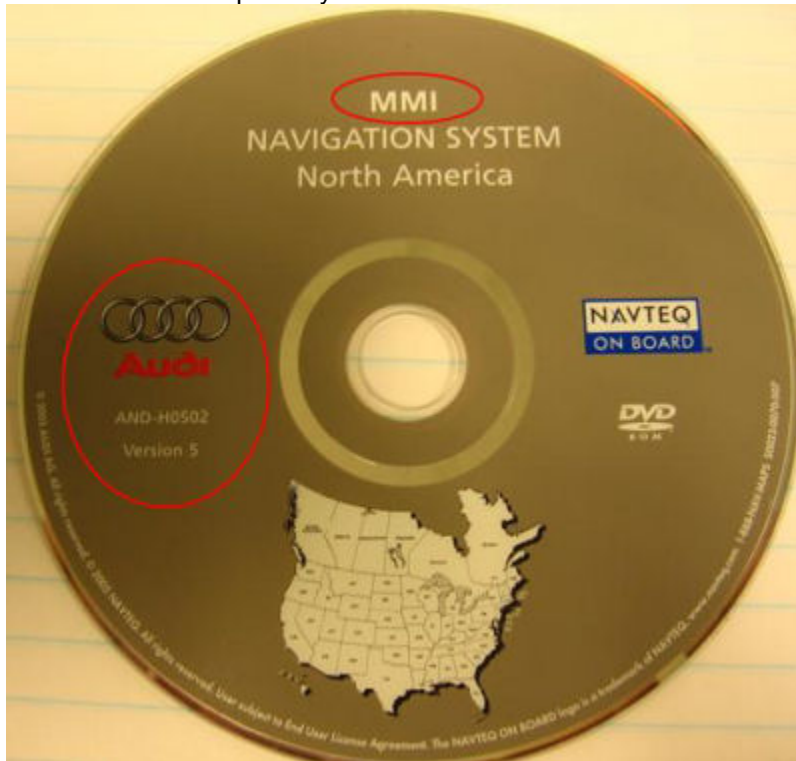
Software improvement in Model Year 2007.

## Service

1. Verify that the software level in **07 - Display control unit** is 1070.
  - **If this is not the case**, contact the Audi Technical Assistance Center for further instruction.

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- **If this is the case**, an MMI System - Update must be performed, and Navigation DVD Version 5 must be installed due to compatibility issues.



2. Connect a recommended battery charger to the designated charging posts in the vehicle.



**Note:**

To avoid false readings of the battery manager, don't charge the battery directly at its posts.

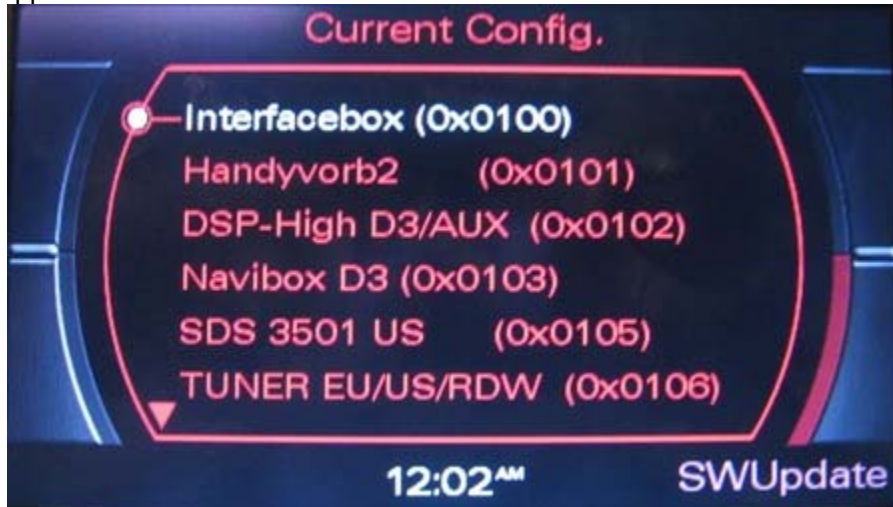
3. Eject possible inserted CDs from the CD changer in the glove compartment and load Update CD **4F0 906 961 AB** in position 1.
4. All sound settings will be set to **default** after the update. Depending on the installed MMI components, further settings (Previous/Memory station list, stored CD name, directory entries and voice recognition name tags) may be lost.



**Tip:** Write down all settings to restore them after the update. Inform customers that they have to rerecord their name tags.

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5. Press and hold the MMI Control Head buttons **Setup** and **Return** simultaneously until the following screen appears:



6. Press the lower right soft key of the MMI Control Head to enter the **SWUpdate** menu.
7. Use the Central Control knob of the MMI Control Head to select **CD-ROM** and then **Standard**.



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8. The screen below, which may take a few seconds to appear, shows the current software status of the MMI component in comparison to the inserted Update CD.

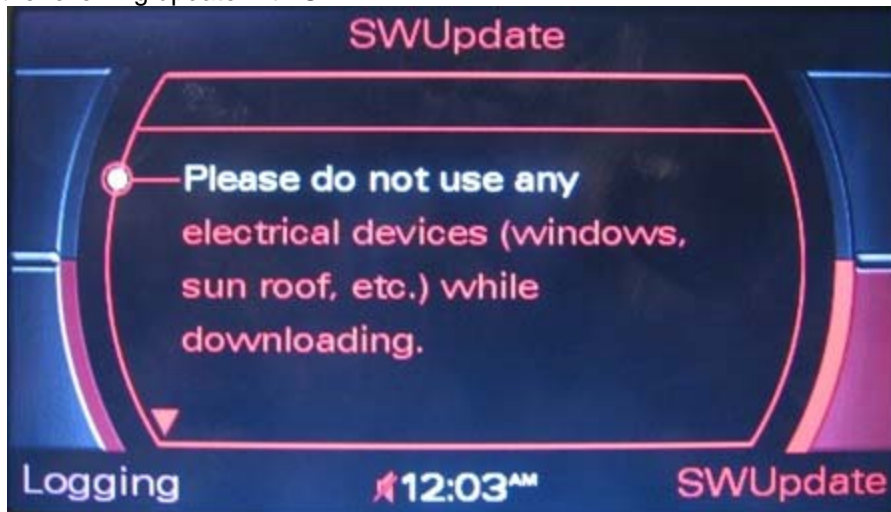


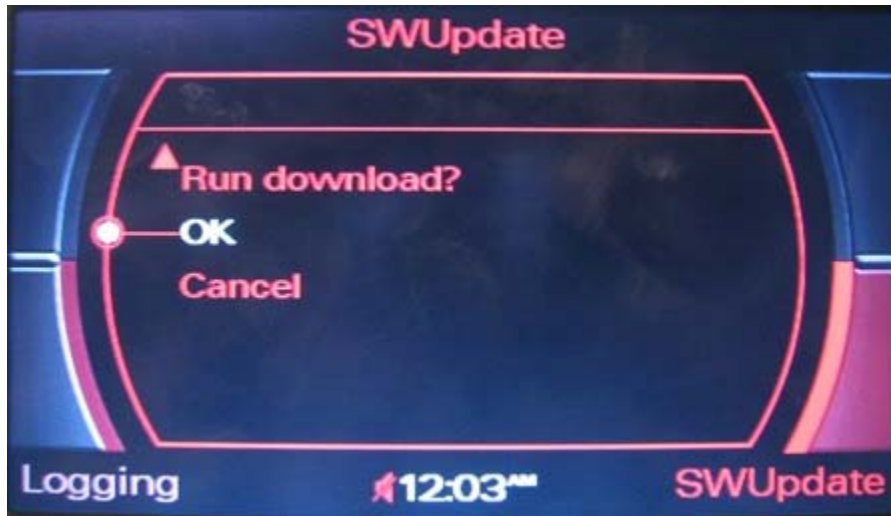
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9. Scroll down the component list with the Central Control knob and select **Start download**.

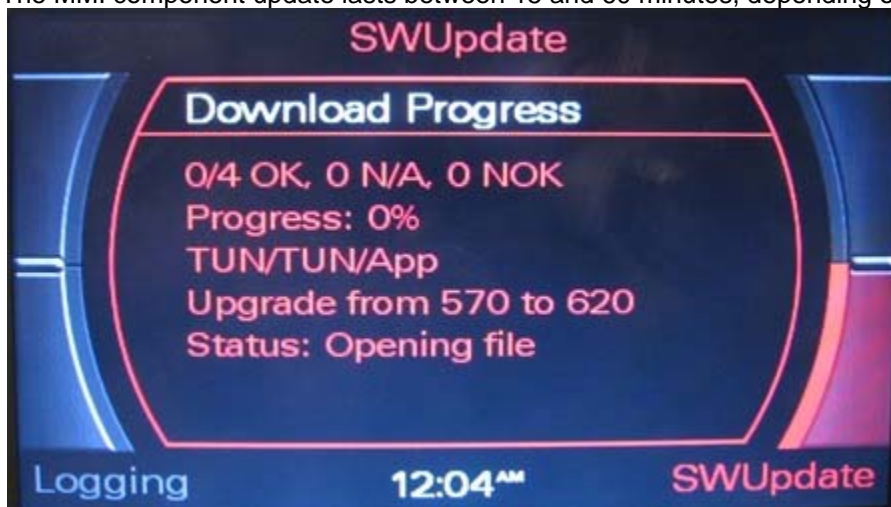


10. Note and obey the displayed message to avoid component breakdowns, and scroll down the screen to accept the following update with **OK**.





11. The MMI component update lasts between 15 and 60 minutes, depending on the installed components.



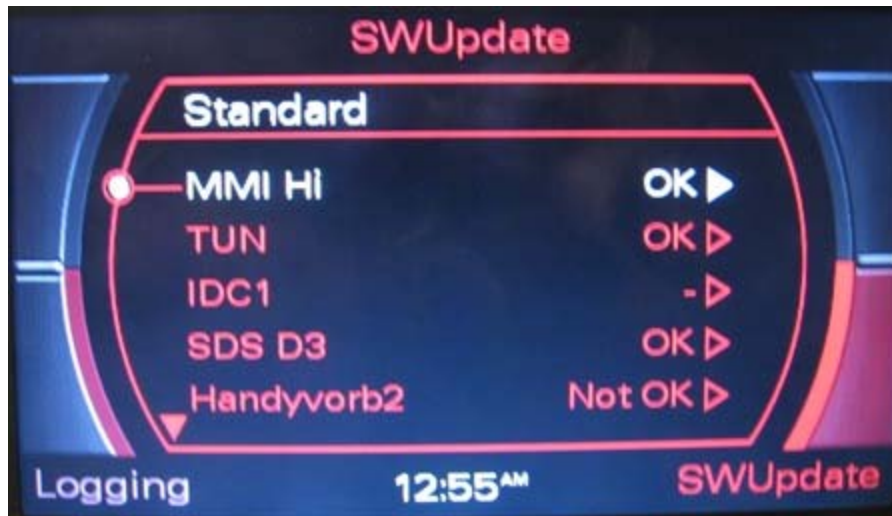
12. After initialization of the updated components, the following screen (or a similar one) appears.



**Note:**

The displayed status **Not OK** and - is update-related and not a fault. Please ignore and proceed.

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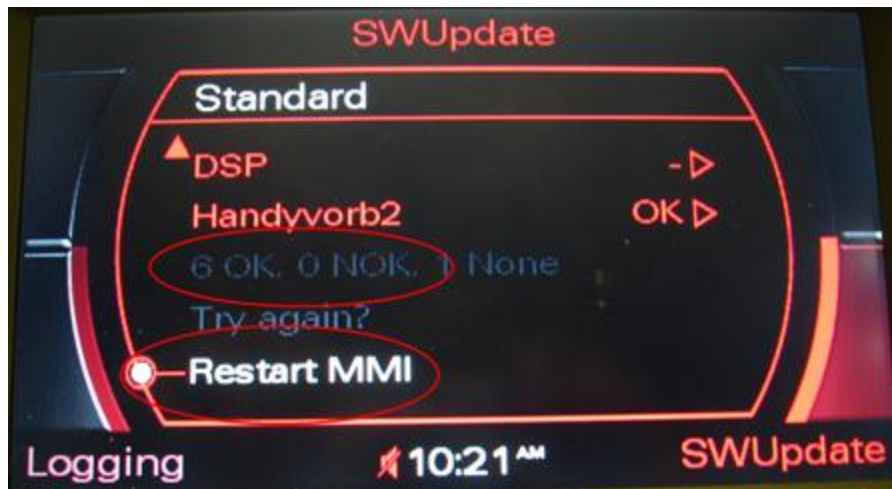
If you scroll down the component list, you may discover that not all necessary component updates were performed in the first step (e.g. **1 NOK**). In this case, select **Try again** to perform the missing component update.



If all necessary components are updated (**0 NOK**), select **Restart MMI** to reset the MMI system.

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13. Eject Update CD **4F0 906 961 AB**, and reinsert removed CDs, if applicable.
14. Eject current Navigation DVD from Navigation drive and insert **Navigation DVD Version 5**. Follow the instruction in the Navigation menu on the MMI screen.
15. Connect the VAS Tester to the vehicle and erase all sporadic fault codes
16. Select **07 - Display/control unit** and add **32** to the adaptation value of adaptation channel 2. The battery charge status will then be displayed again.



**Note:**

The battery charge display in the CAR menu is off by default with the new software.

17. Perform the required **SVM Update**.
  - Use action code **NA4FK730** for the A6.
  - Use action code **NA4EK730** for the A8..

For further SVM update instructions and troubleshooting, please refer to the *SVM Operating Manual*; *ElsaWeb TSB 2011732*.

## Warranty



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When procedure applies to vehicles within the New Vehicle Limited Warranty, use the following:			
Claim Type:	W2		
Part Identifier:	9196		
Damage Code:	9196 39 002 1		
Labor Operations	9196 25 99	MMI Zug Update without telephone transceiver R36	100 TU
	9196 26 99	MMI Zug Update with telephone transceiver R36	150 TU
Diagnostic Time:	No Diagnostic Time Allowed		
Claim Comment:	As per TSB #2015136/1		
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

Part Number	Part Description	Quantity
4F0 906 961 AB	Update CD MMI	1
AND-H0502	Navigation Version 5 DVD Obtain DVD through Navteq and claim as sublet part	1

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.

