



# Technical Service Bulletin

## 91 MIB2 High: infotainment system sporadically reboots

91 20 33 2055591/4 November 10, 2020. Supersedes Technical Service Bulletin Group 91 number 20-95 dated August 13, 2020 for reasons listed below.

| Model(s)                                                                            | Year        | VIN Range | Vehicle-Specific Equipment |
|-------------------------------------------------------------------------------------|-------------|-----------|----------------------------|
| A5, A5 Cabriolet, A5 Sportback<br>Q5, S5, S5 Sportback, SQ5, RS5, and RS5 Cabriolet | 2018        | All       | MIB2 High                  |
| A3, A3 Cabriolet, A4, A4 allroad, Q7, S3. And S4                                    | 2017 - 2018 | All       | MIB2 High                  |

## Condition

| REVISION HISTORY |            |                                                         |
|------------------|------------|---------------------------------------------------------|
| Revision         | Date       | Purpose                                                 |
| 4                | -          | Revised <i>Service</i> (Added info about applicability) |
| 3                | 08/13/2020 | Revised header (Corrected Elsa display issue)           |
| 2                | 04/10/2020 | Revised header (Corrected Elsa display issue)           |

### Customer states:

- The MMI screens sporadically become blank and the MMI system reboots.

### Workshop findings:

One or more of the following DTCs may be stored in the Instrument cluster control module, J285 (address word 0017):

- **DTC U10CF00** (Optical data bus for display in instrument cluster sporadic disruption).
- **DTC B13B901** (Video wire for information electronics 1 Electrical error).

Or

- It is also possible that there are no DTCs stored.



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## Technical Background

The software needs to be updated. The optimized software will address a software bug causing the unit to reboot.

## Production Solution

New software introduced into production.

## Service

### Required equipment:

- ODIS Tester.
- SVM code.
- MIB2 High Software update on SD Card (See Required Parts and Tools or Download the software from MirrorServer using the SD Creator Program).

### 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:

- Update the MIB2 High infotainment system using either Method 1 or Method 2 according to TSB 2047576: *91 MIB2 High Software Update Instructions (PR Code 7UG)* and use SVM code indicated below:

| Vehicle            | SD Creator Part number | SVM code    |
|--------------------|------------------------|-------------|
| A4, A5, Q5, and Q7 | 4M0906961BN            | MHI2QUS5087 |
| A3                 | 4M0906961CB            | MHI2US5107  |

### Method 1: Automated update using ODIS

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



#### Note:

This update is **not applicable** to MY18 vehicles **produced in or after May 2018!**



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## Warranty

|                          |                                                                                                                                                                                                                                                     |              |                           |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------------------|
| <b>Claim Type:</b>       | <ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul> |              |                           |
| <b>Service Number:</b>   | 9196                                                                                                                                                                                                                                                |              |                           |
| <b>Damage Code:</b>      | 0039                                                                                                                                                                                                                                                |              |                           |
| <b>Labor Operations:</b> | Software Update                                                                                                                                                                                                                                     | 0151 0000    | According to TSB #2047576 |
| <b>Diagnostic Time:</b>  | 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                      |
| <b>Claim Comment:</b>    | As per TSB #2055591/4                                                                                                                                                                                                                               |              |                           |

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

| Vehicle            | SD Creator Part number | Quantity         |
|--------------------|------------------------|------------------|
| A4, A5, Q5, and Q7 | 4M0906961BN            | 01 (Shop supply) |
| A3                 | 4M0906961CB            | 01 (Shop supply) |

## Additional Information

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

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.
- TSB 2047576, *91 MIB2 High Software Update Instructions (PR Code 7UG)*.

All part and service references provided in this TSB (2055591) 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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