



Technical Service Bulletin

91 MIB2 High: Navigation data read error/reboots, DTC B126CF0 and/or B126CF1 stored in the information module

91 20 37 2057052/2 February 20, 2020. Supersedes Technical Service Bulletin Group 91 number 19-08 dated October 31, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5, Q5	2018 - 2019	All	MIB2 High
A3, A6, A7, and TT	2016 - 2019	All	MIB2 High
A4, Q7, and R8	2017 - 2019	All	MIB2 High

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title Revised header (Added DTC) Revised <i>Condition</i> (Added DTC)
1	10/31/2019	Initial publication



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Customer states:

- The MMI shows the message “Read error occurred when accessing the navigation data” after initialization (Figure 1).
- The MMI reboots constantly.

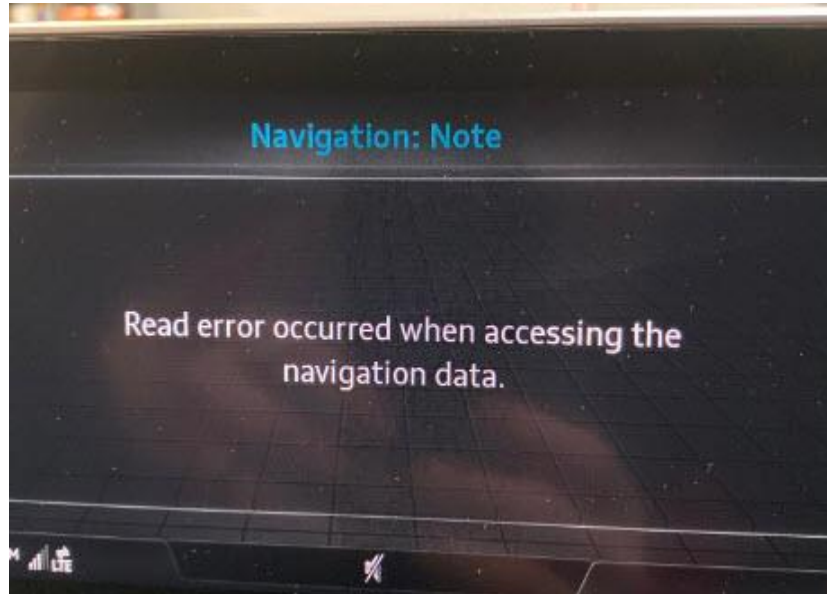


Figure 1. The error message is shown on initialization.

Workshop findings:

The following DTCs may be stored in the Information electronics control module 1, J794 (address word 005F):

- **DTC B126CF0** (Navigation system Navigation database malfunctioning).
- **DTC B126CF1** (Navigation system Navigation database not present).

Technical Background

If the navigation map database is corrupted during an online update, the message from Figure 1 is displayed and the navigation system is unavailable. The DTC B126CF0 is entered into the information electronics, J794 (address word 005F).

Production Solution

Not applicable.



-
- ObdExpress Diagnostic Information System Service - 5.1.6
- Importer: 444
 Dealer: 03999
 VIN: BAUNEE4M215112368
 Engine: EASA 141 kW / 172 kW
- Control modules: **Real-time**
- Vehicle OBD: Total DTC memory
 Control module OBD: **Basic Setting**
- System:
- 0019 - Gateway (UDS / ISOTP / - / - / - / -)
 - 0017 - Dash Board
 - 0046 - Central Module Comfort System
 - 006F - Information Control Unit 1 (UDS / ISOTP / - / - / - / -)
- SB Incident
 Incident
 Incident
 OK
 Incident
- Update
 Now
☐ cyclic
 0 \$
- Operating modes:
- Diagnosis
 - OBD
 - Info
 - Admin
 - Log
 - Data
 - Extras
 - Help
 - Info
 - Trace
- Networking diagram: Control Module List Components List DTC memory list Equipment list

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3. In the list on the left, select "[VO]_HDD_Partition_Format" (5), then click the single right-pointing arrow in the center (6) (Figure 4).

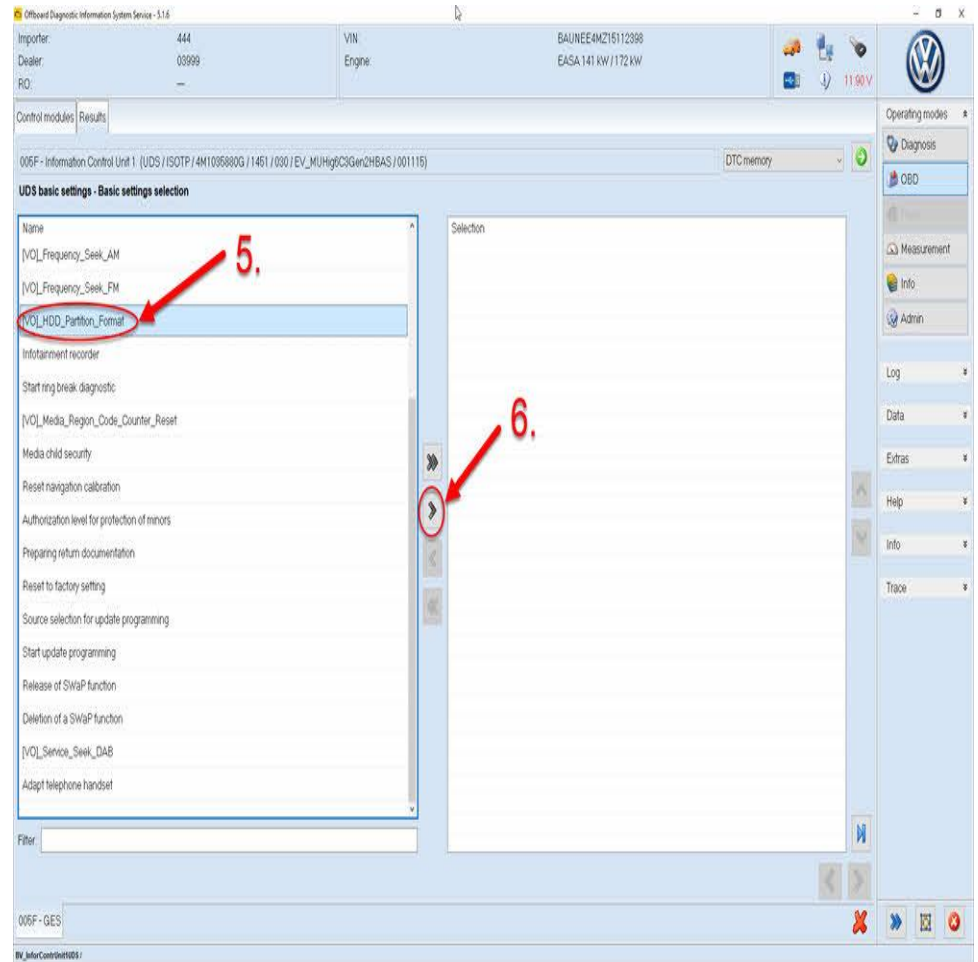


Figure 4. Select the basic setting.



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4. Hit the “Next” button on the bottom right (7) (Figure 5).

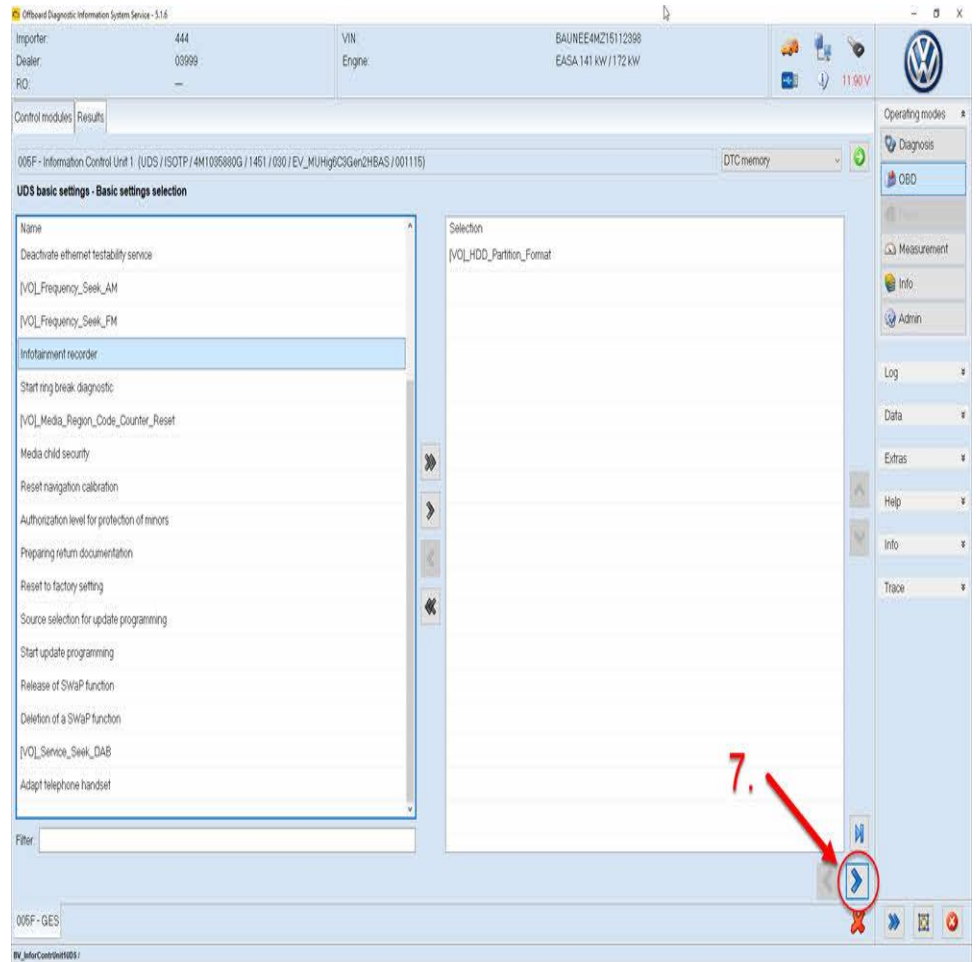


Figure 5. Select next.

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5. Make sure that the value for the parameter “[LO]_Routine Control Option Partition” says “Navigation data base” (8), then click “Next” (9) (Figure 6).



Tip: Make sure that the “Navigation data base” is selected. An incorrect selection in this step might render the control module/unit nonviable.

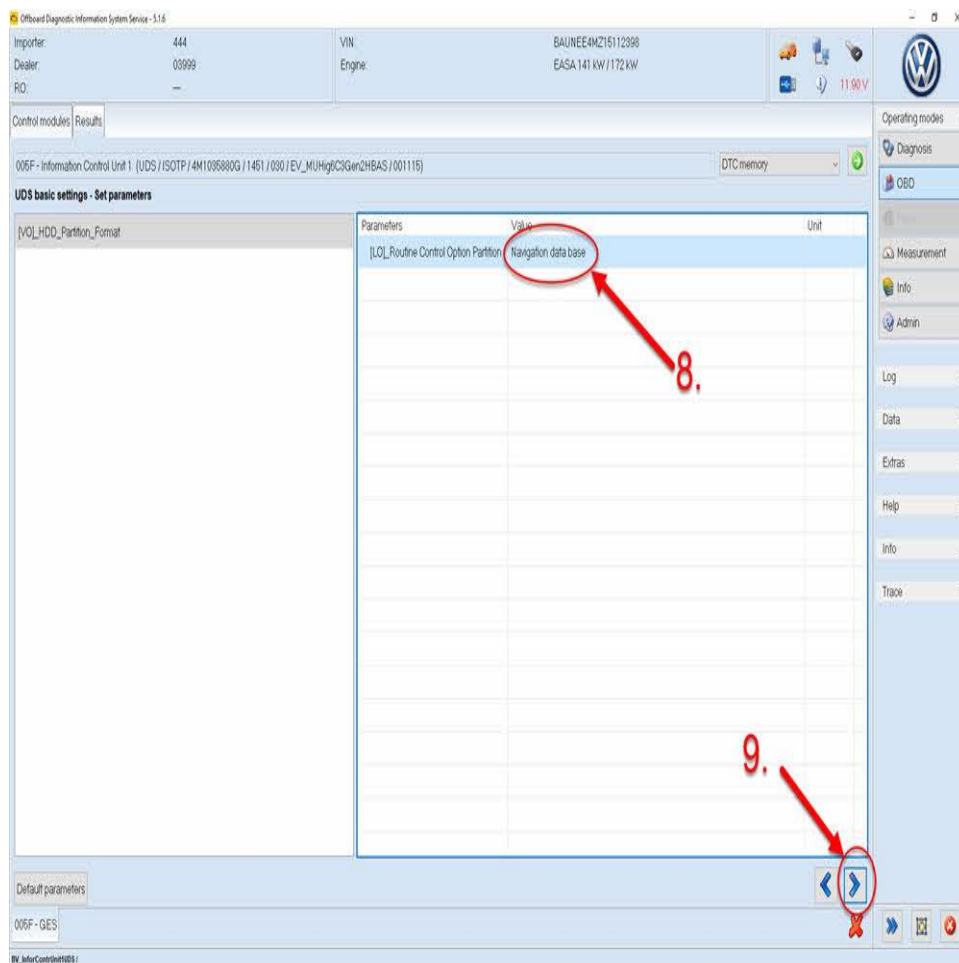


Figure 6. Navigation data base partition.



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6. Click “Next” one more time (10) (Figure 7).

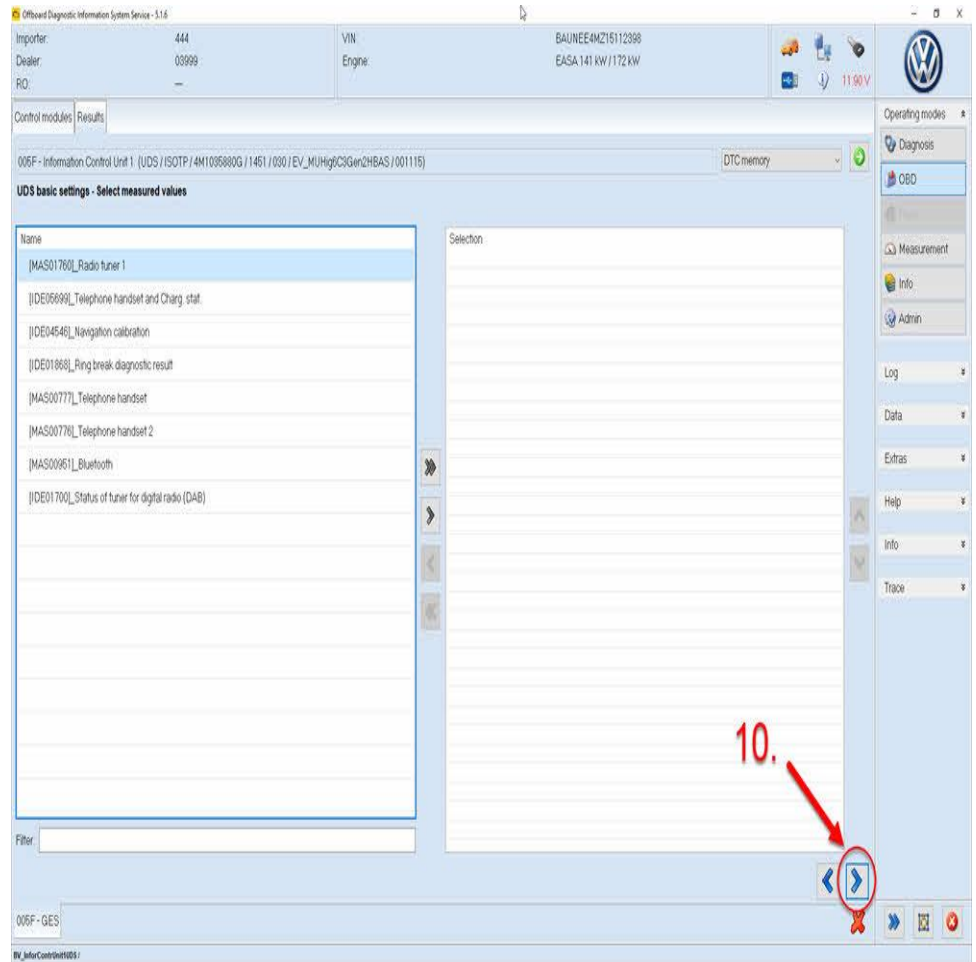


Figure 7. Select next.



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7. Select “Start” (11). The basic setting should complete within a few seconds (Figure 8).

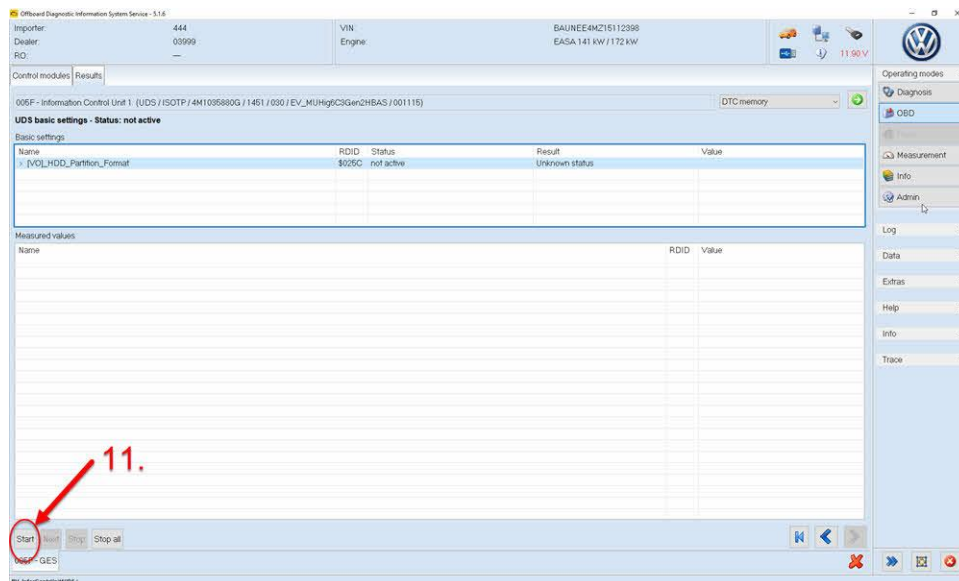


Figure 8. Execute the basic setting.

8. Update the navigation database according to the steps in TSB 2037809: “91 How to update MMI MIB navigation map – potential customer concerns”. This will reinstall a working navigation database.

Warranty

Claim Type:	110 up to 48 Months/50,000 Miles. - G10 for CPO Covered Vehicles – Verify Owner. - If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	0039		
Labor Operations:	Format the Navigation Database Partition via OBD	0151 0000	15 TU
	Program infotainment control unit & Test Functionality	9196 0299	70 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)



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	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 #2057052/2		

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

See TSB 2037809.

Additional Information

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

- TSB 2037809, *91 How to update MMI MIB navigation map – potential customer concerns*.

All part and service references provided in this TSB (2057052) 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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