



Technical Service Bulletin

91 MIB2 High Scale: infotainment system sporadically reboots

91 19 43 2053917/1 March 8, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, A4	2017	All	MIB2 High Scale
A5, Q5	2018	All	MIB2 High Scale

Condition

Customer states:

- The infotainment system sporadically reboots while driving without interaction by the customer.

Technical Background

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

Production Solution

New software in production starting CW 22/2017.

Service

Required equipment:

- ODIS Tester
- SVM code
- MIB2 High Scale 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 Scale infotainment system using either Method 1 or Method 2 according to TSB 2050565: *91 MIB2 High Scale Software Update Instructions (PR Code 7UH)* and use SVM code indicated below:



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Vehicle	SD Creator Part Number	SVM Code
A3, A4, A5, and Q5	4M0906961CD	MHS2US2037

Method 1: Automated update using ODIS

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

Warranty

Claim Type:	<ul style="list-style-type: none">• 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:	Software Update	0151 0000	According to TSB #2050565
Diagnostic Time:	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
Claim Comment:	As per TSB #2053917/1		

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

Vehicle	SD Creator Part Number	SVM Code
A3, A4, A5, and Q5	4M0906961CD	MHS2US2037



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Additional Information

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

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.
- TSB 2050565, *91 MIB2 High Scale Software Update Instructions (PR Code 7UH)*.

All part and service references provided in this TSB (2053917) 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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