



Technical Service Bulletin

91 MIB2 High: infotainment system sporadically reboots

91 20 57 2055591/2 April 10, 2020. Supersedes Technical Service Bulletin Group 91 number 19-72 dated July 15, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5, Q5	2018	All	MIB2 High
A3, A4, and Q7	2017 - 2018	All	MIB2 High

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Corrected Elsa display issue)
1	07/15/2019	Initial publication

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

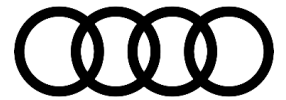
- It is also possible that there are no DTCs stored.

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.



Technical Service Bulletin

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:

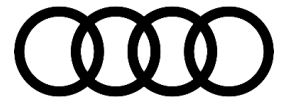
Vehicle	SD Creator Part number	SVM code
A4, A5, Q5, and Q7	4M0906961BN	MHI2QUS5087
A3	4M0906961CB	MHI2US5107

Method 1: Automated update using ODIS

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

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 #2047576
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU



Technical Service Bulletin

	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2055591/1		

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	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.

©2020 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.