



# Technical Service Bulletin

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## 91 MIB3: system sporadically becomes inoperable (blank screen) and reboots after a short time

91 20 06 2060524/1 August 31, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5	2020	All	Not Applicable

## Condition

### Customer states:

- The infotainment system sporadically shuts down while driving.
- The screen is blank.
- The MMI reboots after a short amount of time.

### Workshop findings:

- The MMI system can be rebooted by pressing the On/Off/Volume knob for 30 seconds.

## Technical Background

A software bug can cause the MMI to shut down and reboot.

## Production Solution

New software in the information electronics control module, J794 (address word 005F) addressed the condition.

## Service

### Required equipment:

- ODIS Tester.
- SVM code.
- MIB3 Software update on USB flash drive (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).



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## Service work:

- Update the MIB3 infotainment system using either Method 1 or Method 2 according to TSB 2060523: *91 MIB3 Software Update Instructions* and use SVM code MHI3US3281.

**Method 1: Automated update using ODIS.**

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

Vehicle	SD Creator Part Number	SVM Code
A4, A5	8W0906961B	MHI3US3281

## 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 (Includes checking for DTCs)	0151 0000	See TSB #2060523
<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 #2060524/1		

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

Model	USB Flash Drive	Quantity
A4, A5	8W0906961B	01 (Shop tool)



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## Additional Information

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

- TSB 2047812, *00 SD Creator: how to set up and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*
- TSB 2060523, *MIB3 Software Update Instructions.*

All part and service references provided in this TSB (2060524) 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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