



# Technical Service Bulletin

---

## 91 MIB3: Navigation permanently initializing/malfunctioning, DTC B126CF0 is stored in the information electronics module

91 21 65 2062115/1 February 4, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5	2020 - 2021	All	MIB3 with Navigation
A6, A7, A8, Q5, SQ5, Audi e-tron quattro, and Audi e-tron Sportback	2021	All	MIB3 with Navigation

## Condition

### Customer states:

After an over the air navigation map update:

- The navigation system is permanently initializing

Or

- The navigation map is corrupt or incomplete.

### Workshop findings:

The following DTC may be stored in the information electronics control module, J794 (address word 005F):

- **DTC B126CF0** (Navigation system Navigation database malfunctioning).

## Technical Background

An internal reset during an over the air update can cause the navigation database to become corrupted

## Production Solution

Not applicable.

## Service

1. Contact TAC to receive a download link with instructions for the current MIB3 navigation database.



# Technical Service Bulletin

2. Avoid using IE (Internet Explorer) and download both files from the download link provided by TAC “download folder” then go to the PC “C drive”.
3. Find the 32GB USB drive, right-click the USB icon, select format and select “FAT32” (it MUST be FAT32 any other format will not work).
4. Formatting the USB drive erases **all** files on the drive.
5. Open 7-zip (www.7zip.org if not loaded) and locate the NAV files on the C drive and select both files and then click the extract icon.
6. Once the files are extracted open the new folder (Figure 1).

Name	Date modified	Type	Size
Data	1/5/2021 8:18 PM	File folder	
Meta	1/5/2021 8:35 PM	File folder	
P0516_MIB3_NA_Q320.MD5	12/10/2020 4:36 AM	MD5 File	294 KB
P0516_MIB3_NA_Q320.SHA256	12/10/2020 4:36 AM	SHA256 File	2 KB
P0516_MIB3_NA_Q320.SIZE	12/10/2020 4:36 AM	SIZE File	1 KB

**Figure 1.** Example of how the extracted files appear.

7. Open the USB drive that was formatted to FAT32 and copy the files as seen above directly to the drive (they CANNOT be in a single folder but just as they are displayed above).
8. Then eject the USB drive.
9. Once inserted into the vehicle go into the MMI settings section; *MMI settings >> select system maintenance >> software update.*
10. At this point the software update should be available if the prior steps are performed properly.

## 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>	Reinstall the Navigation Database	9196 9999	20 TU
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic



# Technical Service Bulletin

			protocol (Max 15 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 # 2062115/1		

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

Tool Number	Tool Description
N/A	USB Flash Drive, 32GB or larger

## Additional Information

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

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

All parts and service references provided in this TSB (2062115) 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.

©2021 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.