Technical Service Bulletin
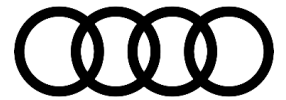
91 MIB3: Navigation permanently initializing/malfunctioning, DTC B126CF0 and/or B126CF1 is stored in the 005F

91 21 30 2062115/6 September 15, 2021. Supersedes Technical Service Bulletin Group 91 number 21-10 dated June 23, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, S4, A4 allroad, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2020 - 2021	All	MIB3 with Navigation
A6, A6 allroad, A6 Avant, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, Q5, SQ5, Q7, SQ7, Q8, SQ8, RS Q8, RS 5, RS 5 Cabriolet, RS 5 Sportback, Audi e-tron quattro, and Audi e-tron Sportback	2021	All	MIB3 with Navigation

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
6	-	Revised *Service* (Updated the formatting instructions)
5	06/23/2021	Revised title (Added DTC)
		Revised header (Added new DTC)
		Revised *Condition* (Added new DTC)
		Revised *Service* (Updated NavDB formatting instructions)

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4	04/08/2021	Revised *Service* (Updated NavDB formatting instructions)

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:

One of the following DTCs may be stored in the information electronics control module, J794 (address word 005F):

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

And/Or

- **DTC B126CF1** (Navigation database not available).

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.

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 "**NTFS**" (if the drive is formatted in FAT32, it might not be possible to update the vehicle via the customer update menu).

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).

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

7. Open the USB drive that was formatted to NTFS 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. In ODIS, under Guided Fault Finding/Guided Functions, select and execute the following test plan: *Self test >> Diagnostic capable system >> 005F - Information Electronics Control Module 1 -J794- (MIB 2+ or MIB 3) >> 005F - Information Electronics 1, functions / 005F – Basic Setting >>* **Erase navigation databank.**

10. End the diagnostic session and await a vehicle sleep cycle.

11. Insert the USB drive into the vehicle, then go into the MMI settings section; *MMI settings >> select system maintenance >> software update.*

12. At this point the software update should be available if the prior steps are performed properly.

⚠️ **Note:**

Please keep the USB flash drive with the navigation data as a workshop tool.

It is not required to call into TAC or re-download the navigation data if the USB flash drive has already been created and is available.

It is not required to keep the vehicle in a service bay or to supervise the update after it has been started.

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
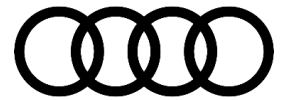
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Labor Operations:	Reinstall the Navigation Database	9196 9999	20 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 15 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB # 2062115/6		

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 (locally sourced)	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.