



Technical Service Bulletin

91 MIB2+: online map update causes error message in MMI

91 24 91 2073866/2 December 2, 2024. Supersedes Technical Service Bulletin Group 91 number 24-07 dated May 7, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2019 – 2021	All	MIB2+
A6, A7, A8, e-tron, Q7, and Q8	2019 – 2020		
A6 allroad, S6, S7, A8 e quattro, S8, e-tron Sportback, SQ7, SQ8, and RS Q8	2020		

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Updated model years / efa codes)
1	05/07/2024	Initial publication

Customer states:

An automatically received online map update cannot be installed successfully in the vehicle. The installation process for the map update in the vehicle is running and shows one of the following error messages immediately or after a certain time:

- “The update data is not compatible.”
- “Error: the update is not possible.”
- “An unknown error has occurred. The operation has been cancelled.”
- “Please wait ...”

or a similar error message.

Technical Background 1

Corrupt map data in the control unit for information electronics (J794) may have resulted from a previous online map update.



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Production Solution

Not applicable.

Service

Map updates are only available via online update or ETKA in the NAR market.

Please order the correct map update SD Card from ETKA while considering the latest available map update for the current VIN.

CAUTION

Map updates outside the scope of the license on the vehicle are not covered under the TSB. Always use a map version that is compatible with the license on the current vehicle.

- **Claims for map activation documents may be denied by warranty.**

Erasing and re-installing the navigation database:

The map functionality can usually be restored by erasing and reinstalling the navigation database. The control unit for information electronics 5F does not have to be replaced. Proceed as follows:

1. Deactivate the automatic online map update temporarily and lock/unlock the vehicle to save the change.
2. Perform a partial reset of the factory settings for “online updates” only (this will erase (corrupt) files from a previously received online map update) and wait until a bus sleep cycle of at least 1 hour is complete.
3. Select “Self-diagnosis” mode on the diagnostic tester.
4. Select diagnostic address 005F – Information electronics 1 from the list of equipment.
5. In the basic settings you will find the “Formatting partitions of internal memory” function.
6. Select “Navigation database” as the parameter.
7. Start basic setting with “Start”.
8. Quit the diagnostic session.
9. Perform a bus sleep cycle on the vehicle and, after restarting the MMI, wait for a few minutes until the bootup process has completed.
10. Use an SD card (as described above) with the most current navigation database for the vehicle you are working on and insert it into the vehicle’s SD Card reader.
11. Select the “Settings” tile on the home screen.
12. Open the “System maintenance” menu.
13. Select the “Software update” function, insert the SD card and follow the instructions on the MMI display.
14. Restart the MMI (“soft reset”) after the map update by keeping the On/Off/Volume/Skip button on the center console pressed for at least 10 seconds.



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15. Remove the SD card.

Lastly, check that the navigation system functions correctly and activate the automatic online map update again on the MMI under HOME > Settings > System maintenance.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	A439		
Labor Operations:	Program display and operating unit control unit	9196 2599	20 TU
	Check and adjust display and operating unit control unit	9196 0599	10 TU
	Charge battery	2706 8950	See SRT with associated operations
Diagnostic Time:	Self-diagnosis	0129 0000	See SRT with associated operations
Claim Comment:	As per TSB 2073866/2		

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.

Additional Information

All part and service references provided in this TSB (**2073866**) 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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