

Technical Service Bulletin

Topic	91 MIB3 restarts by itself or fails
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2078437/1
Level	EH
Status	Released for publishing
Release date	Jul 1, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> switch device\MMI on\off	functionality -> cannot be switched on/activated	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> screen display	functionality -> no function	front
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions	functionality	
information, navigation, communication, entertainment -> instrument cluster, displays, screens	functionality	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> switch device\MMI on\off	functionality -> switches off by itself	

Vehicle data

MIB3

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8W*	2020	A		*	*	*
F5*	2020	A		*	*	*

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
005F - Information electronics 1	*	32*	*	*

Documents

Document name
master.xml
textvorgabe_fuer_englische_uebersetzung.docx

Condition

Customer states:

The MMI fails sporadically and restarts after some time or can be restarted.

Workshop findings:

The complaint occurs sporadically. The MMI can be restarted or restarts by itself.

The vehicle still has a software version in the diagnostic address 5F<3600.

Technical Background

Software issues.

Production Solution

The new MIB3 software has been in use in production since model year 2022.

Service

Important information before updating the software

- A newly developed test program is used to input the SVM code. Please ensure that the tester being used has the latest ODIS update. The new test program for software updates is included in ODIS software.

NOTICE

Note: The vehicle uses acoustic signals and flashing lights to indicate when user input is required during and at the end of the test program.

- **Important: Please prepare the required USB-C sticks (see parts information) before starting the repair. The update media can be used for multiple vehicles.**
- This update package includes new software for the MIB3 infotainment system. Useful information for MIB3 software updates can be found in TSB 2060523.
- There will be extended inactive periods for some of the steps. You can work on a different vehicle during this time. This is considered in the warranty accounting instructions.
- When carrying out this TSB, time stamps are not required for billing under warranty.

Repair procedure

1. Software update for emergency call module (0075), diagnostic interface (0019), information electronics (005F) and calibration of instrument cluster (0017).

Use the function “SVM – Multiple authorized code inputs” in “Flash” mode.

IMPORTANT: For the new software update program, the following SVM code must be entered exactly, including commas and without spaces (recommendation: scan QR code with hand-held scanner or copy and paste the SVM code chain).

FLIGHTON0075MLB,TGU1MDMVB,CL35A001MLBNAR,ZGDOIP,CL35A002MLBNAR,CL35A003MLBNAR,FLIGHTOFF0075MLB



The test program initially prompts you to use a USB medium (see parts information for part number).

The automatic execution of software updates results in inactive time. This is taken into account in the warranty accounting instructions.

The USB-C stick can be removed after completing the program.



NOTICE

If the procedure has been interrupted, please repeat step 1. The test program will then automatically perform the missing part of the update.

2. Bus sleep mode

Put the vehicle in bus sleep mode after performing the software update.

Then switch the ignition back on and start the MMI.

3. Check emergency call LED

Check whether the emergency call LED in the roof module lights up in green again.

If the LED does not turn green, please contact TAC using a technical repair inquiry, and referencing this TSB.

4. End diagnostic session and upload the log to GFF Paperless.

Warranty



When carrying out this TSB, time stamps are not required for billing under warranty.

You are therefore permitted to work on other vehicles at the same time. The update can also be performed by non-productive personnel.

The Guided Fault Finding test plans should **not be carried out for diagnostic entries that are repaired by performing this TSB and cannot be invoiced.**

Claim Type:	<ul style="list-style-type: none">If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.
Service Number:	9196

Damage Code:	T202		
Labor Operations:	Software update	0151 0010	20 TU
	Software update	0151 0040	60 TU
Claim Comment:	As per TSB 2078437/1		

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

The following applies when creating the update media:

Please prepare the required USB-C sticks before starting the repair.

You must not use an SD card with an adapter USB stick.

The USB-C stick and downloading the software via the SD creator cannot be invoiced.

General information on USB-C sticks for software updates can also be found in TSB 2060523.

MIB3 update media:

Please download the software with the part number onto a USB-C stick that complies with the USB 2.0 specification (32GB) using the SD creator.

Please do not use a USB-C stick with a larger storage capacity as USB sticks have a different formatting process.

Vehicle type	Part number
Audi A4, A5	8W0.906.961.R

Additional Information

All parts and service references provided in this TSB (**2078437**) are subject to change and/or removal.

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