



# Technical Service Bulletin

## 91 MIB2 High: Navigation data read error/reboots, DTC B126CF0 and/or B126CF1 stored in the information module

91 21 02 2057052/4 May 17, 2021. Supersedes Technical Service Bulletin Group 91 number 20-78 dated June 18, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5	2018 - 2019	All	MIB2 High
A3, A6, and A7	2016 - 2020	All	MIB2 High
Q7, R8	2017 - 2020	All	MIB2 High
Q5	2018 - 2020	All	MIB2 High
TT	2016 - 2019	All	MIB2 High
A4	2017 - 2019	All	MIB2 High

## Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header (Removed MIB3 vehicles) Revised <i>Condition</i> (Added Note) Revised <i>Additional Information</i> (Added reference)
3	06/18/2020	Revised header (Added model year) Revised <i>Service</i> (Added Tip and updated TSB reference)
2	02/20/2020	Revised title Revised header (Added DTC) Revised <i>Condition</i> (Added DTC)

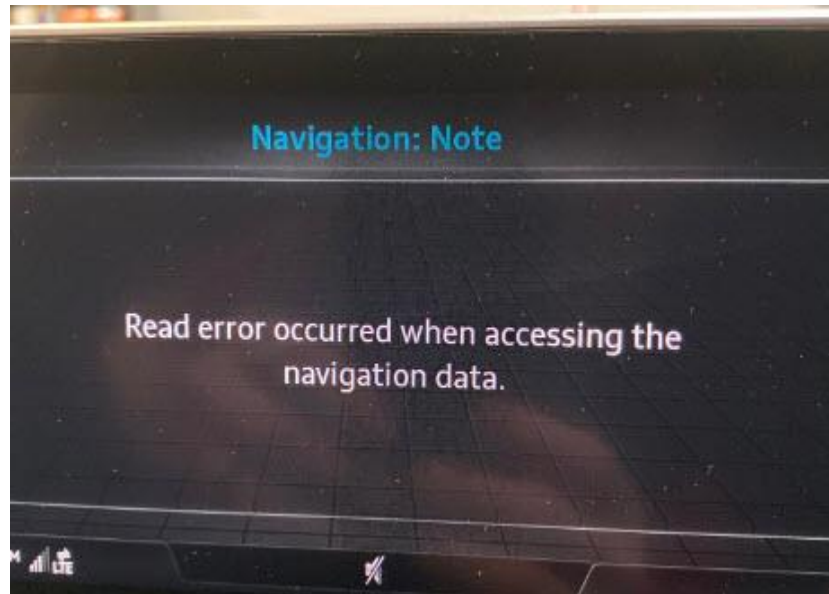


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## Customer states:

- The MMI shows the message “Read error occurred when accessing the navigation data” after initialization (Figure 1).
- The MMI reboots constantly.



**Figure 1.** The error message is shown on initialization.

## Workshop findings:

The following DTCs may be stored in the Information electronics control module 1, J794 (address word 005F):

- **DTC B126CF0** (Navigation system Navigation database malfunctioning).
- **DTC B126CF1** (Navigation system Navigation database not present).



## Note:

For MIB3 vehicles, refer to TSB 2062115: *91 MIB3: Navigation permanently initializing/malfunctioning, DTC B126CF0 is stored in the information electronics module.*

## Technical Background

If the navigation map database is corrupted during an online update, the message from Figure 1 is displayed and the navigation system is unavailable. The DTC B126CF0 is entered into the information electronics, J794 (address word 005F).

## Production Solution

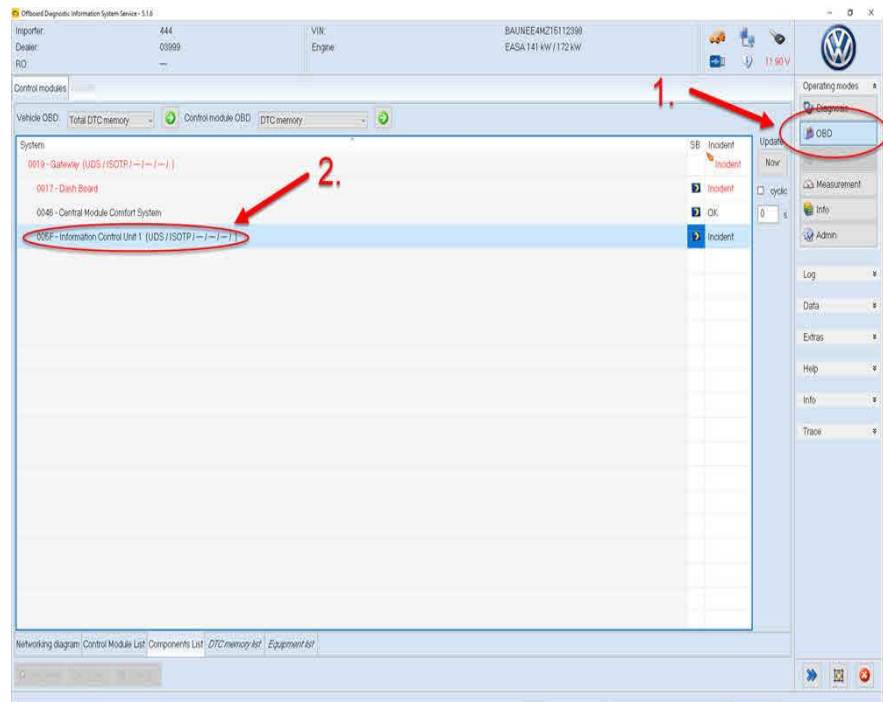
Not applicable.



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## Service

1. In ODIS, please select “OBD” (1). Then select the 005F – Information Control Unit 1 (2) (Figure 2).



**Figure 2.** Select the 005F module.



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2. In the drop-down menu “Control module OBD”, select “Basic Settings” (3), then click on the arrow to the right (4) (Figure 3).

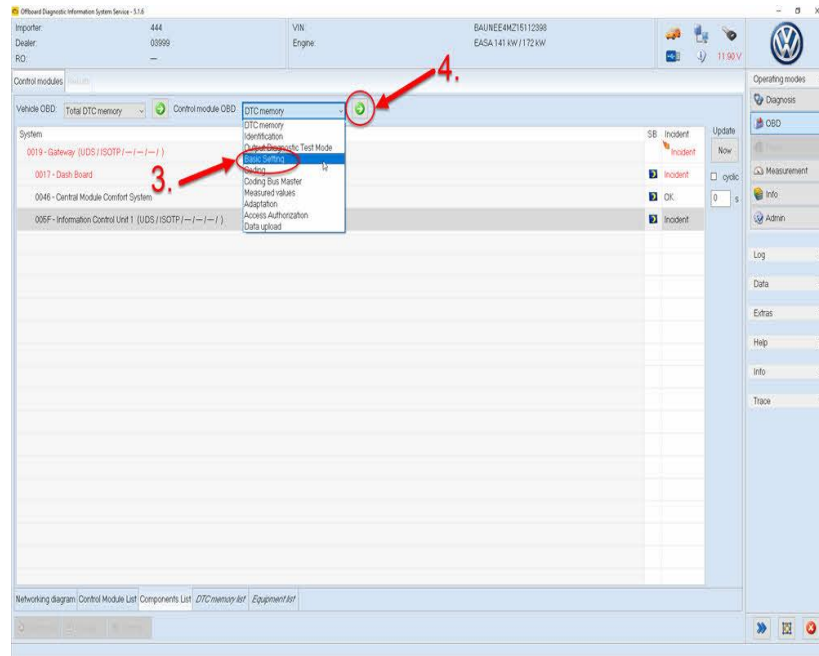


Figure 3. Select the basic settings.

3. In the list on the left, select “[VO]\_HDD\_Partition\_Format” (5), then click the single right-pointing arrow in the center (6) (Figure 4).

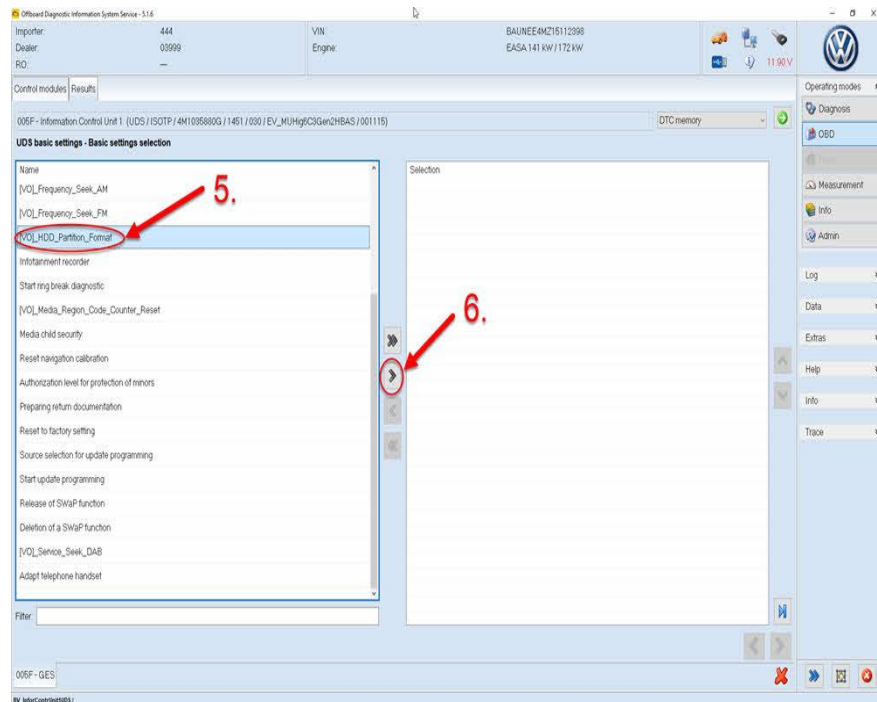


Figure 4. Select the basic setting.



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4. Hit the “Next” button on the bottom right (7) (Figure 5).

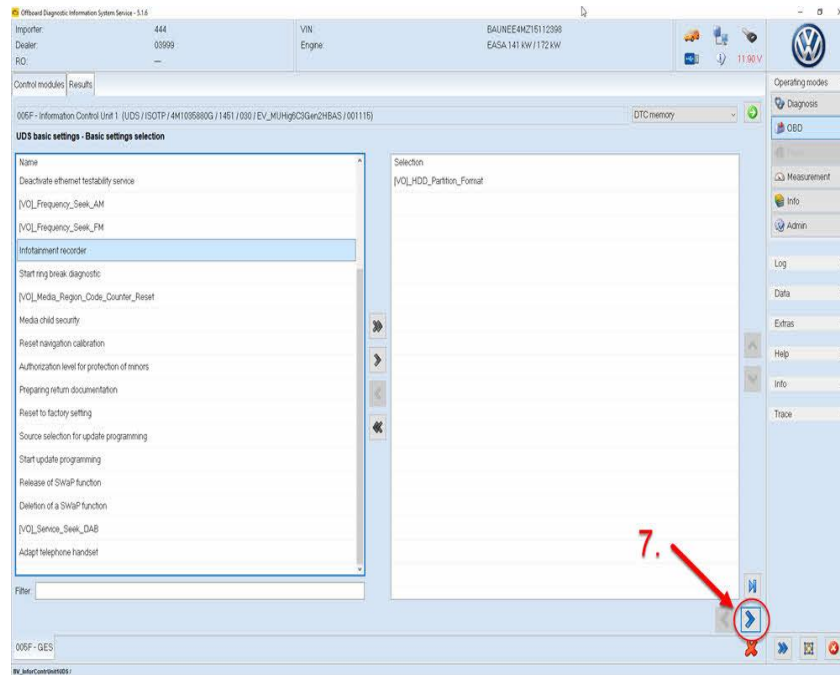


Figure 5. Select next.

5. Make sure that the value for the parameter “[LO] Routine Control Option Partition” says “Navigation data base” (8), then click “Next” (9) (Figure 6).



**Tip:** Make sure that the “Navigation data base” is selected. An incorrect selection in this step might render the control module/unit nonviable.

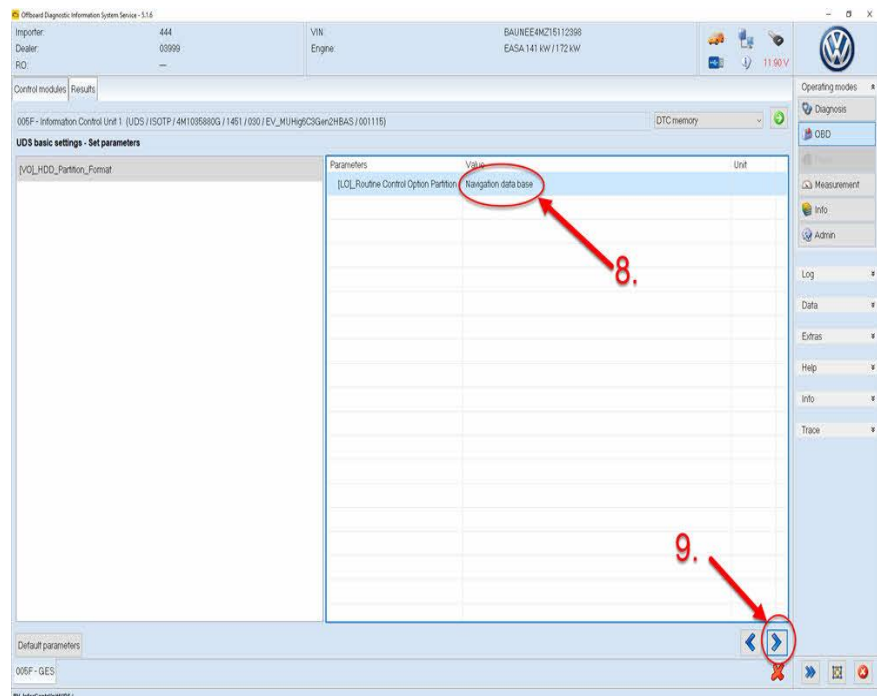
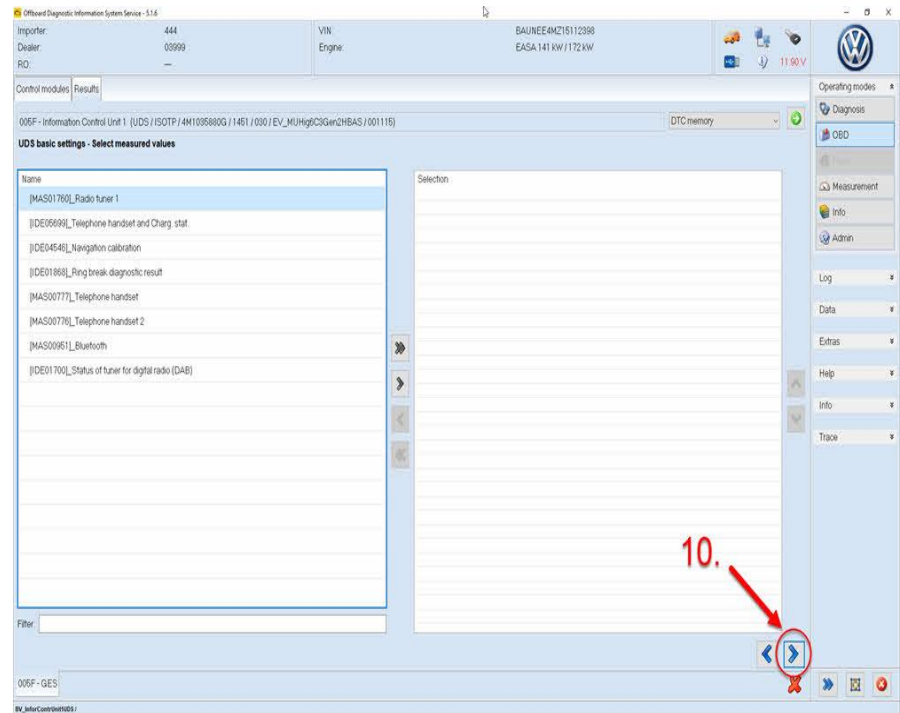


Figure 6. Navigation data base partition.



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6. Click “Next” one more time (10) (Figure 7).



**Figure 7.** Select next.



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7. Select "Start" (11). The basic setting should complete within a few seconds (Figure 8).

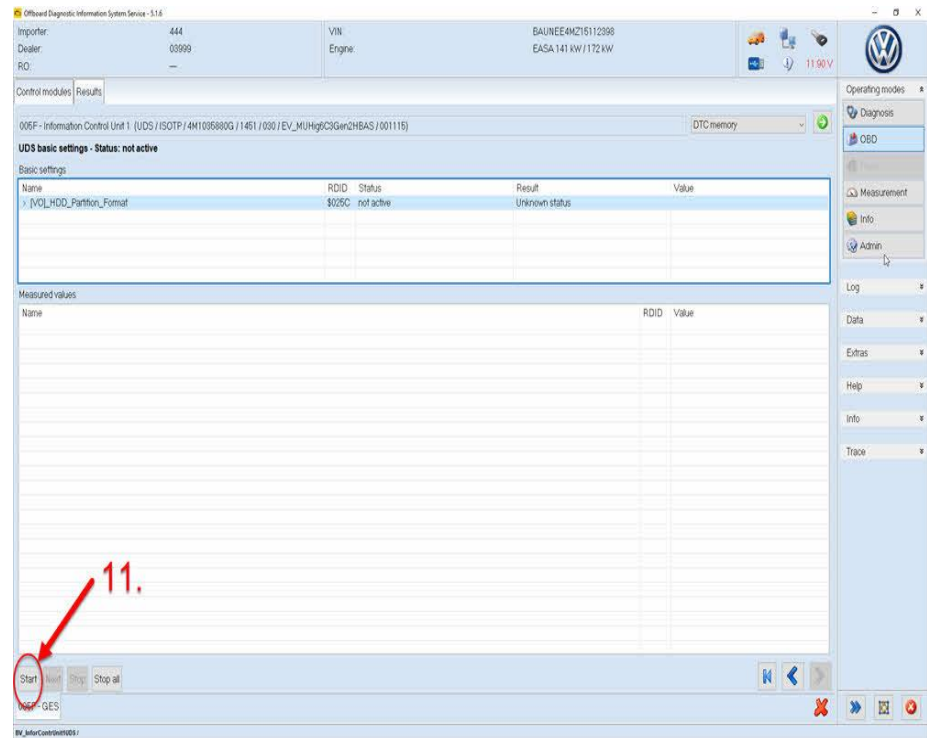


Figure 8. Execute the basic setting.

8. Update the navigation database according to the steps in TSB 2037809: 91 MIB MMI navigation map update "How-to guide" - potential customer concerns. This will reinstall a working navigation database.



**Tip:** Always perform a full map update via SD Card! Online updates are not supported after formatting the NavDB partition. An activation document is not required and will not be reimbursed by warranty.

## 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



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<b>Labor Operations:</b>	Format the Navigation Database Partition via OBD	0151 0000	15 TU
	Program infotainment control unit & Test Functionality	9196 0299	70 TU
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 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 #2057052/4		

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

See TSB 2037809.

## Additional Information

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

- TSB 2062115, *91 MIB3: Navigation permanently initializing/malfunctioning, DTC B126CF0 is stored in the information electronics module.*
- TSB 2037809, *91 MIB MMI navigation map update "How-to guide" - potential customer concerns.*

All part and service references provided in this TSB (2057052) 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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