

Technical Service Bulletin



91 How to update MMI MIB navigation map - potential customer concerns

91 16 33 2037809/2 March 17, 2016. Supersedes Technical Service Bulletin Group 91 number 14-54 dated July 30, 2014 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2015 - 2018	All	With navigation
A6, A7, TT	2016 - 2018	All	With navigation
A4, Q7	2017 - 2018	All	With navigation

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data (Added models and model years) Revised <i>Technical Background</i> (Completely revised)
1	07/30/2014	Initial publication

The customer complains of one of the following concerns:

- The navigation map does not show the latest roads or points of interest.
- The map download provided by the myAudi web site (my.audiusa.com) cannot be performed.
- The customer does not know how to obtain the data or cannot perform the update after downloading the data.
- The MMI is slow to respond or freezes during the map update.
- For vehicles with MIB2, the MMI over-the-air (OTA) map update does not allow for a full map update and shows greyed-out regions.
- The customer is concerned that the OTA map update will consume too much data from the Audi connect data subscription.

Technical Background

The new MIB navigation system is the first system that allows the customer to update the vehicle's navigation system on their own. The map data is available on the myAudi website (my.audiusa.com) for download or available in the MMI via an OTA update. For the 2015-2016 Audi A3 with MIB1, there is no OTA option in the MMI.

For MIB2 infotainment systems (A6PI/A7PI/TT3/Q7NF/R8NF/B9 A4):

- Over-the-air navigation map updates are also available in the MMI system. Audi has designed the OTA system to track the data used separately from the data used in customer's existing Audi connect subscription.
- For model year 2016 A6 and A7 Product Improvement vehicles with MIB2 Navigation, the update can be accessed in the MMI by going to *Menu>>Setup MMI>>System Update>>Online Update*.
- For all other vehicles with MIB2 Navigation, the update can be accessed in two different areas of the MMI:
 - *Menu>>Audi connect>>Online map update>>Start map update now>>Online update*.
 - *Menu>>Settings>>Left Option>>System maintenance>>System update>>Online update*.
- The customer will not be billed for the data used when performing the OTA map update.
- The OTA update for MIB2 is designed only to allow a limited number of regions to be updated in the vehicle. To perform a complete NAR (North American Region) update, the customer or dealer will always need to download the complete data using a computer. For certain updates, the complete NAR map update may also be available through the service SD card. This SD card can be ordered with the part number listed in ETKA for the North American Region (NAR). No SVM activation is required because the MMI is already pre-activated for a 2½ year period, or five consecutive updates, from the production date of the vehicle. After this period (even if no updates were performed), an SVM activation will be required to update the Navigation database. The customer will need to purchase the activation documentation.

For all MIB infotainment systems, map updates via myAudi are available for download.

- The customer must register with the myAudi web site (my.audiusa.com).
- The customer will need to add the vehicle VIN that supports MIB navigation to their myAudi profile on the web site in order to access the "Map update service" (Figure 1).

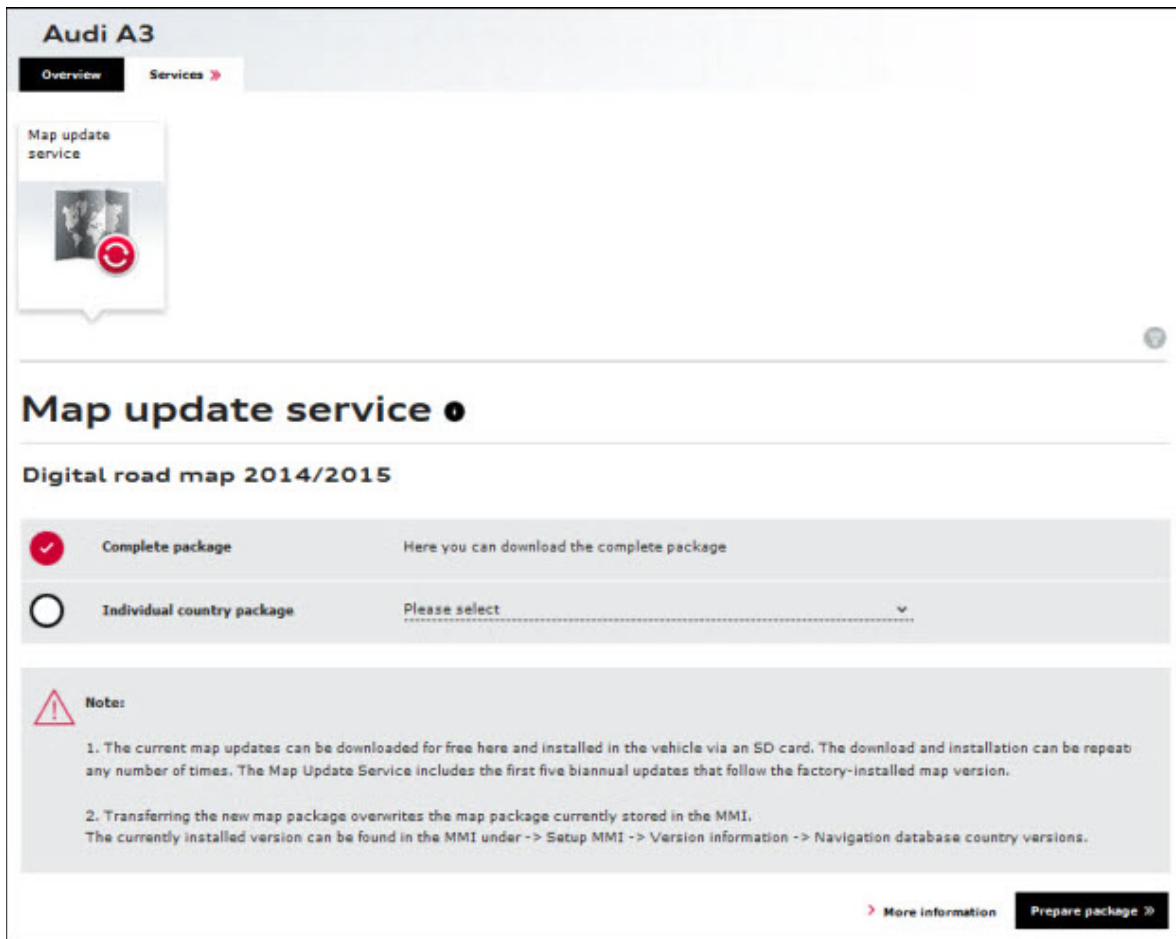



Figure 1. Map update service on the myAudi web site (my.audiusa.com).

- The vehicle must have MIB navigation for the option in the myAudi web site to be activated. Vehicles with MMI3G+, for instance, will not show this option in the myAudi portal.
 - To download the full map update, the customer must have an SD card that indicates it has *at least* 16GB of usable space when viewed within the PC file system. The full update is typically 14GB - 16GB in size. An SD card larger than 16GB will most likely be required.
 - The customer can also choose a partial map update (only a limited number of US states). When doing so, the customer can use an SD card with less available space, as a typical partial update is 3GB - 4GB in size.
-  **Tip:** A blank 16GB SD card may actually contain slightly less than 16GB of usable space, so it is possible that a larger SD card will be needed for a full map update.
- The SD card must be formatted to FAT/FAT32/exFAT. Mac-formatted SD cards will not work in the MMI MIB main unit. SD card types are:
 - 4GB and less: SD (FAT/FAT32)
 - 4GB/8GB/16GB: SDHC (FAT/FAT32)
 - 16GB/32GB/64GB and higher: SDXC (exFAT only; will work with MIB but not with MMI3G+)

- During the map update process, the performance of the MMI system may be slow, with lagging or freezing during screen transitions or after a selection is made. These performance limitations should only occur during the map update, and no repairs should be made to correct them. A file transfer icon appears when the map update is running the background (Figure 2).

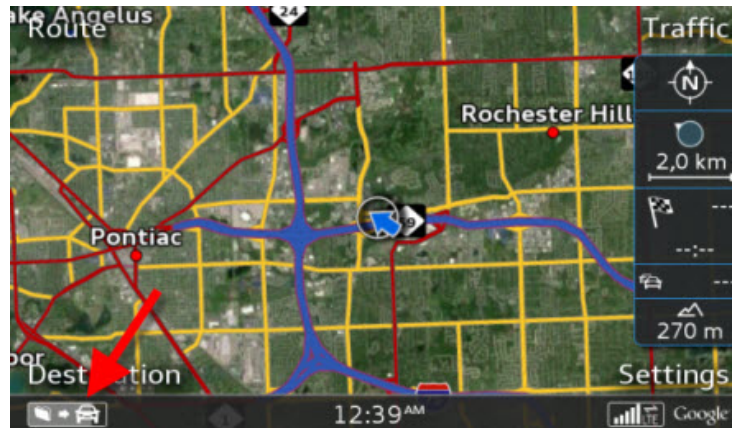


Figure 2. The background map update is indicated by the file transfer icon.

Production Solution

Not applicable.

Service

1. The map download is performed with a Java-based download manager (Figure 3). Ask the customer if the latest version of Java is installed on his or her computer. If the latest version of Java is not installed, it is possible that the map update cannot be performed.

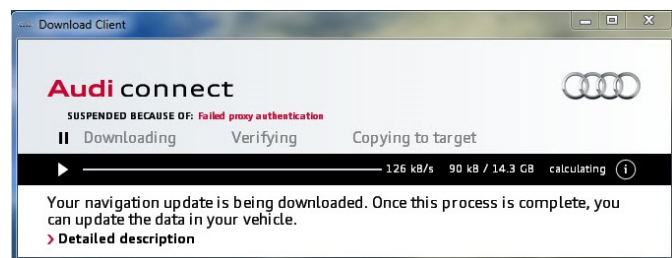


Figure 3. Download manager

2. If the error message pictured at right (Figure 4) appears, it is because the Java download client cannot initiate a connection to the download site, which is indicative of a local issue with the customer's PC or ISP.

If this error message appears, ask the customer to do the following:

- Turn off all anti-virus software, which could be blocking the java application. Or, add the program to the exception list for the anti-virus software.
- Turn off any firewalls in the PC or in the router

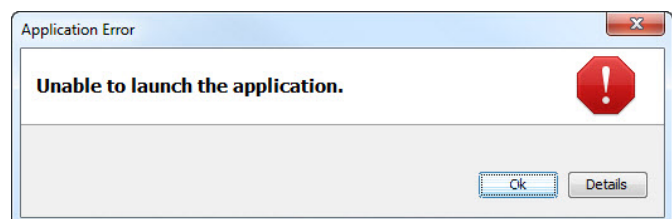


Figure 4. Error message

hardware.

- Try connecting the PC directly to the cable or DSL modem with the Ethernet cable, to bypass the router.
 - Have the customer contact his or her ISP or local IT support.
3. After the map download client is successfully downloaded to the customer's computer, the map download client will start the map download process. The download client will ask where the data should be stored. Advise the customer to save the data to the root directory of the SD card. If the data is saved inside of a folder on the SD card, the update may not be seen by the main unit in the vehicle.
- If the computer loses its internet connection, the customer will be required to reenter his or her myAudi password to restart the download (Figure 5). The map download client automatically saves all progress if the computer loses its internet connection.

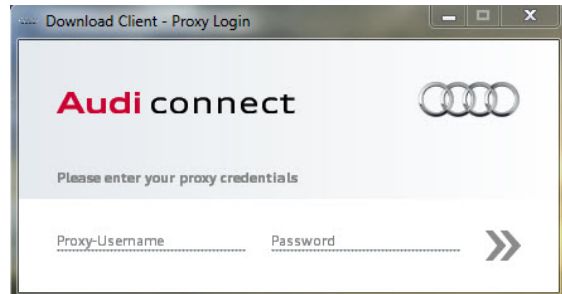


Figure 5. Login prompt for my.audiusa.com

4. After the map data has successfully downloaded to the SD card, the SD card should be inserted into the MMI main unit. Once the SD card is inserted into the MMI main unit, the customer must initiate the download (Figure 6) function in the MMI.

For A3/A6/A7:

MENU >> Setup MMI >> System Update

For TT3/R8NF/Q7NF/B9 A4:

MENU>>Settings>>Left Option>>System maintenance>>System update

The update does not start automatically when the SD card is inserted.

5. If the data was downloaded to the SD card correctly, the SD card will be highlighted in white (Figure 7). If no SD card is highlighted, ask the customer to troubleshoot the issue (Check formatting and verify that all the data is in the root directory of the media).

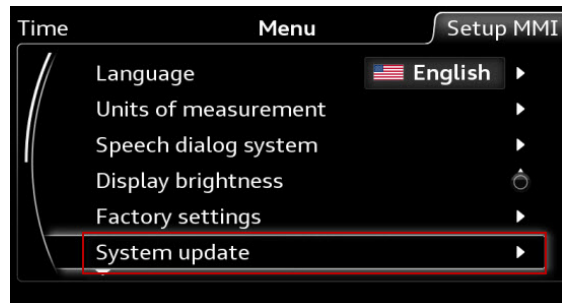


Figure 6. MMI option for customer map update

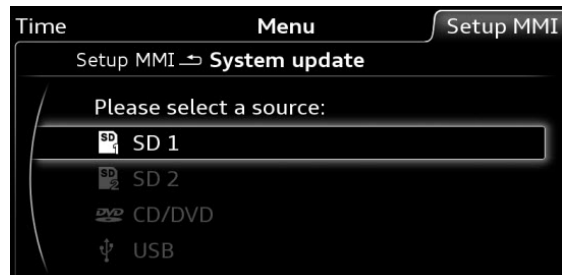


Figure 7. SD card that contains the map update data

- The new version of the map data will be indicated in the MMI screen. Selecting “Start update” begins the update (Figure 8).

The MMI will automatically perform the update in the background, which is indicated by the file transfer icon in the lower left-hand side of the MMI screen (Figure 9).

Tell the customer that the vehicle can be shut off during the update process, but the SD card (or other update media) should never be removed from the MMI main unit. If the vehicle is turned off during the update process, the MMI will continue to perform the update in the background for approximately 30 minutes. The update will automatically begin again on the next ignition cycle. The complete process can take about 60-90 minutes with an SD card. If the customer chooses to use a DVD or a USB drive via AMI, then the update may take considerably longer.

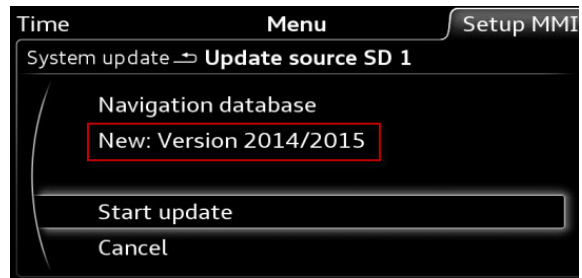


Figure 8. Selecting “Start update”



Figure 9. The background update is indicated by the file transfer icon

- After the update is complete, the icon in the lower left-hand side of the MMI screen will disappear. Additionally, a confirmation can be seen in the MMI system update screen (Figure 10).



Figure 10. Successful update screen

- The update can be verified under the MMI Version Information screen (Figure 11).

For A3/A6/A7:

MENU >> Setup MMI >> Version Information

For TT3/R8NF/Q7NF/B9 A4:

MENU>>Settings>>Left Option>>System maintenance>>Version Information

The MMI system will allow the same map data to be overwritten at any time, which means that if the customer puts the same SD card with the same map data into the main unit after a successfully-completed map update, the MMI will still indicate that a map update is available. This

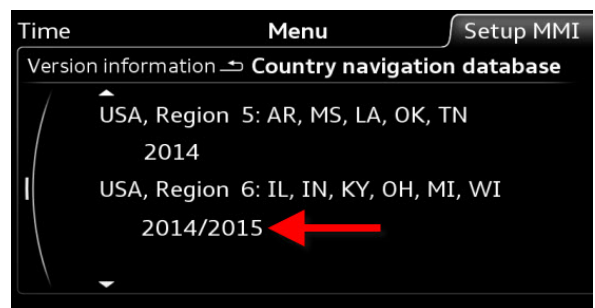


Figure 11. The updated map regions will be indicated by the calendar year listing under the region. In this figure, only “USA, Region 6” was updated.

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does not directly indicate the map update was incomplete; the customer must review the “Version Information” data and verify that the latest calendar year listing is shown under each region (Figure 11).

Warranty

This TSB is informational only and not applicable to any Audi warranty.

Additional Information

All parts and service references provided in this TSB (2037809) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.