

# Technical Service Bulletin



## 91 Audi connect online destination search or Google Earth navigation view is not available

91 15 17 2042013/1 September 29, 2015.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2012 - 2016	All	Audi connect

## Condition

- While using Audi connect, the customer cannot access the online destination search and/or the Google Earth navigation view.
- The following message appears in the MMI (Figure 1): "This service is currently unavailable. Please try again later."
- The customer may also see an error message in the myAudi portal indicating that one or multiple licenses are expired and must be renewed.

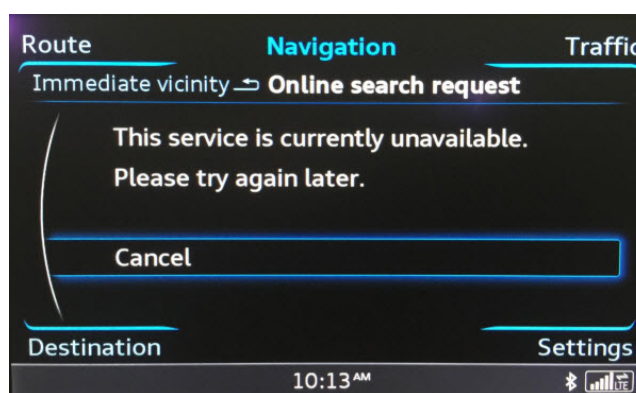


Figure 1. Message in MMI.

## Technical Background

The following conditions must be true. If any of the following conditions are not true, the Audi connect system may not function correctly:

- The MMI hardware in the vehicle (main unit, GSM/LTE antenna, and antenna wiring) is not faulty.
- The SIM card is active and is not damaged. (Verify with [www.myaudiconnect.com](http://www.myaudiconnect.com).)
- The backend servers that provide data to the vehicle are properly configured for the VIN. There is a known issue with the servers not being properly configured for a specific range of VINs on vehicles built within a certain date range, and as a result, the online destination search and/or the Google Earth navigation view do not function. This issue also causes the expired license error within the customer's myAudi portal.

Replacing the SIM card or MMI hardware or performing the SVM recovery activation will not remedy the concern.

## Production Solution

Not applicable.

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## Service

**If only online destination search and/or the Google Earth navigation view are unavailable but all other Audi connect services are available (weather, fuel prices, etc.):**

1. Contact TAC and return the vehicle to the customer. No additional analysis is required. When a solution is provided, the dealer will be notified.

**If no Audi connect services are available:**

1. The issue may be a vehicle-level issue. Perform the following checks to ensure that the Audi connect system is correctly configured in the vehicle and to rule out any vehicle-level issues:
  - Verify that the customer's SIM card is active by going to the Audi connect user account management portal at [www.myaudiconnect.com](http://www.myaudiconnect.com).
  - Confirm that the customer has not run out of data (only applicable with AT&T plans) or that the customer is not using the Audi connect trial plan, which may have expired. Call the Audi connect dealer support line at 1-888-545-9434 for assistance. When data usage nears the limit, it is possible that some services of Audi connect will function and others will not.
  - Test a known working SIM card in the vehicle to ensure that all services are functioning.
  - Test the customer's SIM card in another vehicle to ensure that it is not damaged.
  - Ensure that Component Protection Showroom Mode is not active by performing the component protection removal test plan for the onboard diagnostic (gateway) control module (address word 19).
2. If the issue is still not resolved, contact TAC.

## Warranty

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

## Additional Information

All parts and service references provided in this TSB (2042013) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.