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

91 19 23 2037809/5 December 20, 2019. Supersedes Technical Service Bulletin Group 91 number 19-74 dated August 5, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2015 - 2021	All	With MIB1 or MIB2
A4, Q7, and R8	2017 - 2021	All	With MIB2
A5, Q5, and SQ5	2018 - 2021	All	With MIB2
TT, TTS, TTRS, and Roadster	2016 - 2021	All	With MIB2
A6, A7, A8, Q3, Q8, and Audi e-tron quattro	2019 - 2021	All	With MIB2+

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
5	-	Revised *Condition* (Updated website link) Revised *Technical Background* (Updated content)
4	08/05/2019	Revised header (Added model years) Revised *Technical Background* (Added new releases)
3	12/20/2017	Revised header data (Added models, model years, and attachment to describe update cycle and activation) Revised *Technical Background* (Added note of 3yr/5 free updates and added Map Release Schedules/Names)

The customer states 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 website (www.audiusa.com/myAudi) 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.

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- 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 (www.audiusa.com/myAudi) 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, thus the map data can only be updated using the SD card method.

For MIB1 & MIB2 vehicles, map updates are free for the first three years after the **_production date of the vehicle_**. The vehicle is automatically activated from the factory to allow the customer to update the MMI navigation with the next five releases within the next three years. This means the customer can attempt to update the MMI with the same release as many times as they want. Release schedules for map updates are approximately CW22 and CW45 of each year.

The customer can update the MMI as many times as they like during the current release period. For instance, if the customer decides to perform the partial update via the Over-the-Air method in the MMI, then the customer can decide later to perform the complete update using the same map data for the current release for free. This only counts as a single update since the update data is from the same release. The five updates are related to the release schedules and not the attempts the user makes to update the MMI.

Once the period of three years after the vehicle's production date has passed, map updates will no longer work in the MMI. The last available update for the customer's car will always remain available for download via the myAudi portal.

Customers will be able to purchase activations via Audi accessories to allow the MMI to be updated to the latest map update. This activation will allow the current release and the forthcoming next release to be available to the customer (see attachment "MIB Map Update Strategy.pdf"). Please talk to your parts department to find out which activations are available for purchase by the customer. The dealer can purchase the map data on an SD card or download it from the myAudi portal. The customer must **NEVER** be charged for the map data on the SD card. The dealer should consider this as a shop tool and purchase it for the service department to use. The customer only purchases the activation documentation to enable the map install.

The current release schedule for map updates:

Release Schedule	Navigation Map Release Name
CW22/15	NAR 2015/2016
CW45/15	NAR 2016
CW22/16	NAR 2016/2017
CW45/16	NAR 2017

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CW22/17	NAR 2017/2018
CW45/17	NAR 2018
CW22/18	NAR 2018/2019
CW45/18	NAR 2019
CW22/19	NAR 2019/2020
CW45/19	NAR 2020
CW22/20	NAR 2020/2021

For MIB2+ & MIB3 infotainment systems:

- 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 the customer's existing Audi connect subscription.

- 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 <u>will not be billed</u> for the data used when performing the OTA map update, but the customer must have an active Audi connect subscription to use the OTA map update feature in the MMI.

- The OTA update for MIB2+ and MIB3 systems are designed to automatically choose the regions to be updated based on the customer's normal areas of driving. To perform a complete NAR (North American Region) update, the customer or dealer will always need to download the complete data file 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 5 year period for MIB2+ and a 10 year period for MIB3 which is based on the vehicle's production date. After this period (even if no updates were performed), an SVM activation will be required to update the Navigation database (currently not available for purchase). The customer will need to purchase the activation documentation once it is made available by Audi of America.

For MIB2 infotainment systems:

- 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 the customer's existing Audi connect subscription.

- For the 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.*

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- The customer <u>will not be billed</u> for the data used when performing the OTA map update, but the customer must have an active Audi connect subscription to use the OTA map update feature in the MMI.

- 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 website (my.audiusa.com).

- The customer will need to add the vehicle VIN that supports MIB navigation to their myAudi profile on the website in order to access the "Map update service" (Figure 1).

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Figure 1. *Map update service on the myAudi website (my.audiusa.com).*

- The vehicle must have MIB navigation for the option in the myAudi website 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).
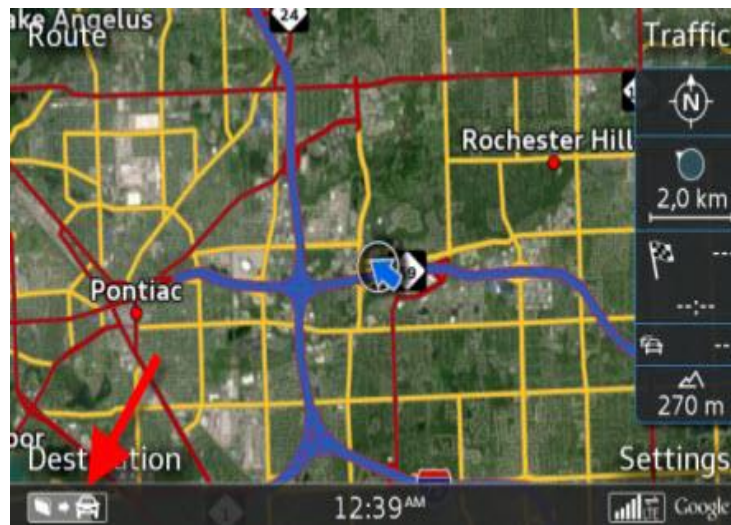

Figure 2. *The background map update is indicated by the file transfer icon.*

Production Solution

Not applicable.

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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.
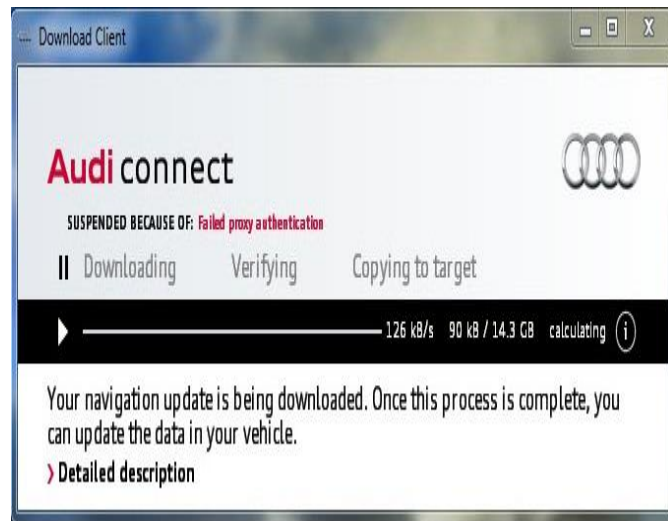

Figure 3. Download manager.

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 hardware.

   - Try connecting the PC directly to the cable or DSL modem with the Ethernet cable, to bypass the router.

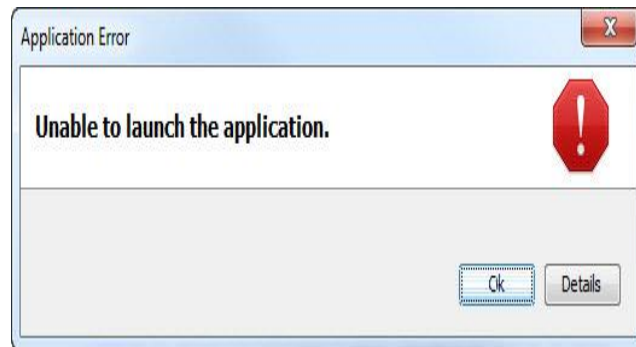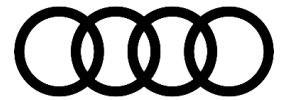   - Have the customer contact his or her ISP or local IT support.

Figure 4. Error message.

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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 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.
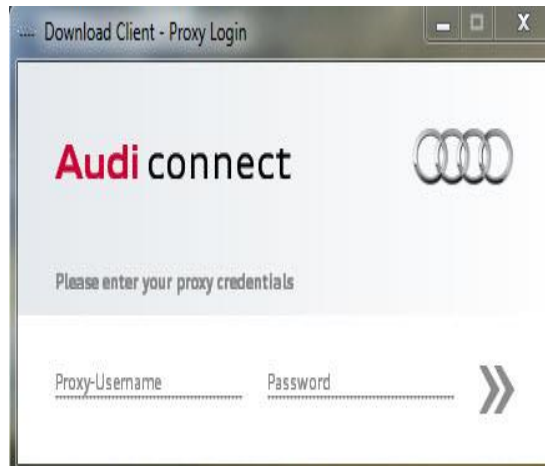

Figure 5. *Login prompt for my.audiusa.com.*

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.

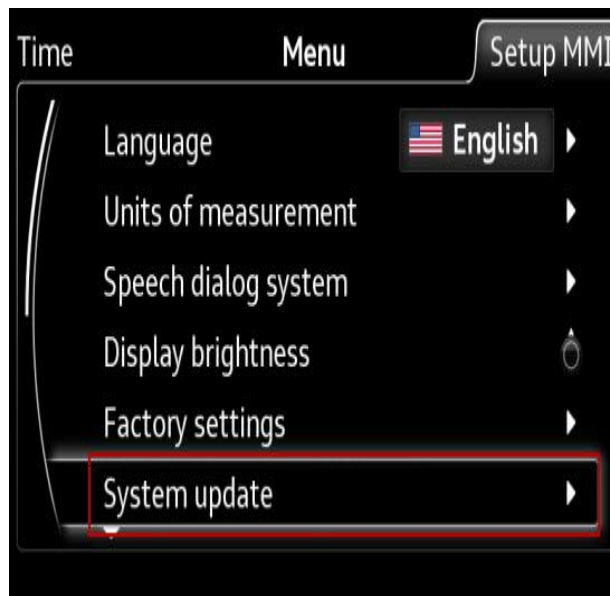   The update does not start automatically when the SD card is inserted.

Figure 6. *MMI option for customer map update.*

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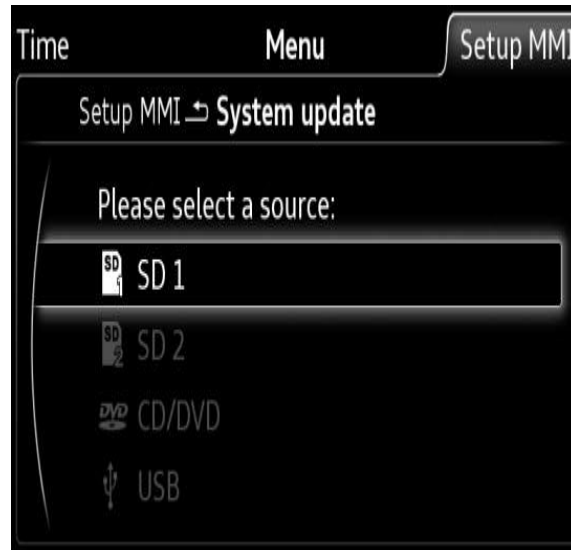

Figure 7. SD card that contains the map update data.

6. The new version of the map data will be indicated on 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.
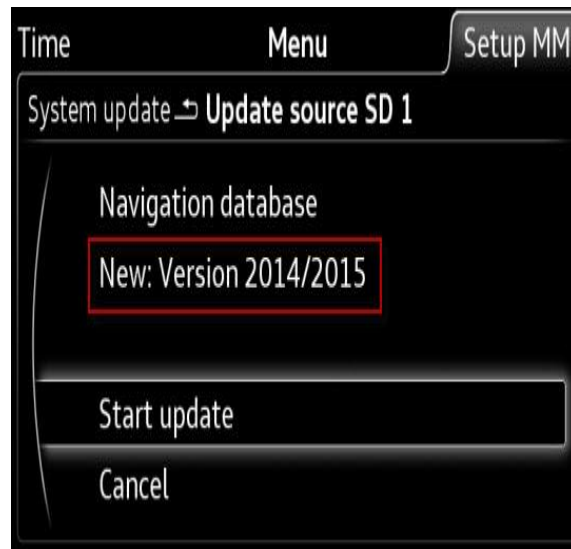

Figure 8. Selecting "Start update".
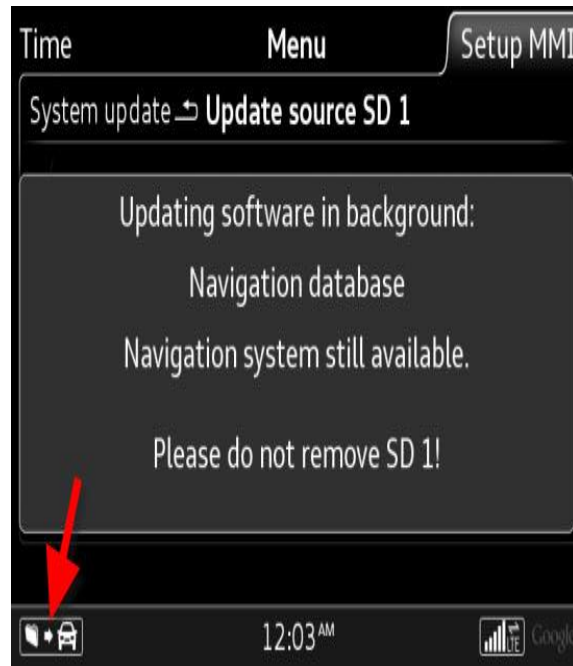
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Figure 9. The background update is indicated by the file transfer icon.

7. After the update is complete, the icon on 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).
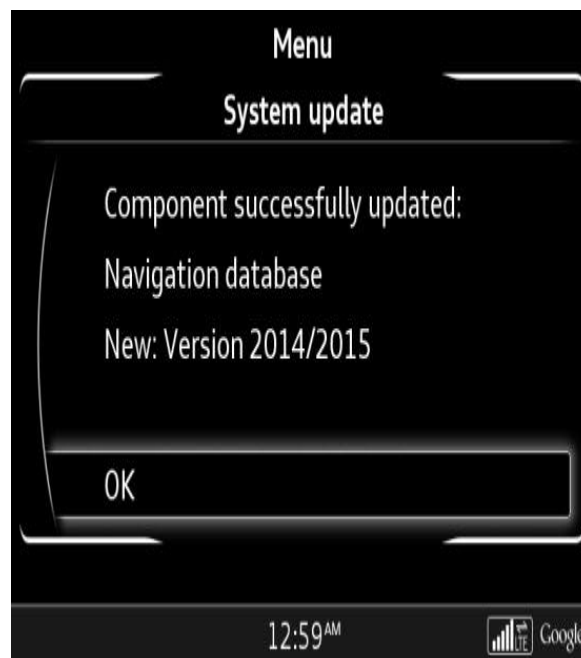

Figure 10. Successful update screen.

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8. 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 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).

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.*

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/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.