



# Technical Service Bulletin

## 91 MMI navigation database concerns (Missing traffic info, Incorrect speed limits, Missing streets; POI not listed, etc)

91 20 70 2044694/2 May 28, 2020. Supersedes Technical Service Bulletin Group 91 number 16-55 dated June 30, 2016 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2005 - 2021	All	With navigation

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title Revised header (Added MY 2020/2021) Revised <i>Condition</i> (Updated examples) Revised <i>Technical Background</i> (Updated information) Revised <i>Service</i> (Updated table)
1	07/05/2016	Initial publication

### Customer states:

They have a general concern about the information provided by the navigation map database. Examples of concerns may include, but are not limited to, the following:

- Only certain sections of the map do not show speed and flow traffic data
- A new street is not shown on the navigation map.
- A specific POI is missing in the navigation database.
- The speed limit shown on the map is missing or incorrect.

## Technical Background

The navigation map database is provided by HERE maps (<http://www.HERE.com>), which was previously known as Navteq and Nokia Maps.

- The data is compiled quarterly throughout the year and is provided to AUDI AG for validation testing.
- Testing often takes several months, and once completed, any issues found during testing are submitted to HERE for optimization.



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- Once optimized, the data is provided to the markets for testing.
- After all of the testing is completed, and after service parts are created, the database can be almost a year old.
- If the map database is updated in Service six months to one year after it was released for sale, the information in the database could be over a year old.

As a solution for the long delay between the compilation date and release date, Audi has designed all of the MIB systems since the introduction of MIB2 so that the customer can update the map data using Over-the-air updates.

- For MIB2, the customer can update three USA regions of the navigation map database directly in the MMI at no cost during the first three years (and up to the next five consecutive releases).
- For MIB2+ and MIB3, the MMI receives incremental updates to predefined regions based on driving habits of the customer on a quarterly and monthly basis, respectively (see attached job aid).
- MIB1 customers must download the database from myAudi (not available as of March 2020, but will be available early Q2 2021) to an SD card. The customer must then manually update the navigation map database via the SD card slot in the MMI.
- For all systems, some map database releases are available as a shop tool and can be ordered using the part number listed in ETKA. See TSB 2037809, *How to update MMI MIB navigation map – potential customer concerns*, for more information.

## Production Solution

Not applicable.

## Service

For all customer complaints relating to the navigation map database, provide the Technical Background information to the customer and ask the customer to update the system to the latest navigation map database using the over-the-air software update (only for MIB2, MIB2+, & MIB3).



### Note:

Customers with MMI3G+ will need to update the system to ZUG K0814 or higher (ZUG K0942 was the latest as of calendar week 22/17) before the latest navigation map database can be installed.

Improvements are made each year to the navigation information, and Audi of America cannot provide a specific list of issues that have been identified and fixed with each release. The chart below explains the release information for past and current customer service updates for all navigation map databases.



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The navigation map database “overall version” can be found in the MMI under:

**MIB1 & MIB2 for C7 PI:** Menu >> Setup MMI >> Version Information (Figure 1).

**MIB2:** Menu >> Settings >> Left Drawer >> System Maintenance >> Version Info (Figure 2).

**MIB2+ & MIB3:** Menu >> Settings >> System Maintenance >> Version Information (Figure 3).

The “overall version” indicates the oldest version installed for any single region. With MIB systems, the MMI can have partial updates installed with only certain updated regions. In such a scenario, the overall version will only be changed when all regions of the map database are updated to the same level. Select “Navigation database country versions” to see the updated level of each region installed.



Figure 1. MIB1 & MIB2 for C7 PI.



Figure 2. MIB2

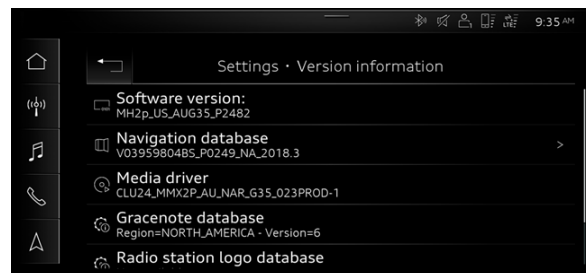


Figure 2. MIB2+ & MIB3



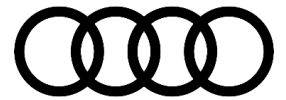
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MMI system	Vehicle Production Date	Compilation Date	Release Name	Service Part Number	Software Part Number or Version in MMI
MIB3	CW 22/20	Q3/2019	NAR 2020.05	Not Released	V03.959.807.CN
MIB3	CW 45/19	Q1/2019	NAR 2019.11	Not Released	V03.959.807.AS
MIB3	CW 22/19	Q3/2018	NAR 2019.05	Not Released	V03.959.806.QM
MIB2+	CW 45/19	Q1/2019	NAR 2020	83A.051.884.Q	V03.959.805.DR
MIB2+	CW 22/19	Q3/2018	NAR 2019/2020	83A.051.884.A	V03.959.805.DP
MIB2+	CW 22/18	Q1/2018	NAR 2019	Not Released	V03.959.805.DK
MIB1/2	CW 22/20	Q3/2019	NAR 2020/2021	8V0.051.884.EQ	V03.959.803.CF
MIB1/2	CW 45/19	Q1/2019	NAR 2020	8V0.051.884.EH	V03.959.803.AF
MIB1/2	CW 22/19	Q3/2018	NAR 2019/2020	8V0.051.884.EA	V03.959.802.DM
MIB1/2	CW 45/18	Q1/2018	NAR 2019	8V0.051.884.DM	V03.959.802.DL
MIB1/2	CW 22/18	Q3/2017	NAR 2018/2019	8V0.051.884.DE	V03.959.802.DK
MIB1/2	CW 45/17	Q1/2017	NAR 2018	8V0.051.884.CR	V03.959.801.PS
MIB1/2	CW 22/17	Q3/2016	NAR 2017/2018	8V0.051.884.CJ	V03.959.801.GH
MIB1/2	CW 45/16	Q1/2016	NAR 2017	8V0.051.884.CB	V03.959.801.GG
MIB1/2	CW 22/16	Q3/2015	NAR 2016/2017	8V0.051.884.BJ	V03.959.801.GF
MIB1 MIB2	CW 45/15	Q1/2015	NAR 2016	8V0.051.884.AS	V03.959.800.T V03.959.801.GE
MIB1 MIB2	CW 22/15	Q3/2014	NAR 2015/2016	8V0.051.884.AJ	V03.959.900.ST V03.959.801.GD
MIB1 MIB2	CW 45/14	Q1/2014	NAR 2015	8V0.051.884.AA	V03.959.900.SS V03.959.801.GC
MIB1 MIB2	CW 22/14	Q3/2013	NAR 2014/2015	Not available	V03.959.900.SR V03.959.801.GB
MIB1/2	CW 22/13	Q3/2012	NAR 2014	Not available	V03.959.900.SE



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MMI 3G/3G+	CW 45/19	Q1/2019	HDD NAR 2020	*8R0.051.884.GT	8R0.051.884.GT
MMI 3G/3G+	CW 22/19	Q3/2018	HDD NAR 2019/2020	*8R0.051.884.GJ	8R0.051.884.GJ
MMI 3G/3G+	CW 45/18	Q1/2018	HDD NAR 2019	*8R0.051.884.GB	8R0.051.884.GB
MMI 3G/3G+	CW 22/18	Q3/2017	HDD NAR 2018/2019	*8R0.051.884.FL	8R0.051.884.FL
MMI 3G/3G+	CW 45/17	Q1/2017	NAR 2018	*8R0.051.884.FD	8R0.051.884.FD
MMI 3G/3G+	CW 22/17	Q3/2016	NAR 2017/2018	*8R0.051.884.EN	8R0.051.884.EN
MMI 3G/3G+	CW 45/16	Q1/2016	NAR 2017	*8R0.051.884.EE	8R0.051.884.EE
MMI 3G/3G+	CW 22/16	Q3/2015	NAR 2016/2017	*8R0.051.884.DQ	8R0.060.884.DQ
MMI 3G/3G+	CW 22/15	Q3/2014	NAR 2015	*8R0.051.884.CS	8R0.060.884.CS
MMI 3G/3G+	CW 22/14	Q3/2013	NAR 2014/2015	*8R0.051.884.CA	8R0.060.884.CA
MMI 3G/3G+	CW 22/13	Q3/2012	NAR 2013/2014	*8R0.051.884.BD	8R0.060.884.BD
MMI 3G/3G+	CW 22/12	Q2/2011	NAR 2012/2013	*8R0.051.884.AM	8R0.060.884.AM
RNS-E	CW 22/18	Q3/2017	NAR 2018/2019 <b>LAST EDITION</b>	8P0.060.884.DC	8P0.060.884.DC
RNS-E	CW 22/17	Q3/2016	NAR 2017/2018	8P0.060.884.CR	8P0.060.884.CR
RNS-E	CW 22/16	Q3/2015	NAR 2016/2017	8P0.060.884.CL	8P0.060.884.CL
RNS-E	CW 22/15	Q3/2014	NAR 2015/2016	8P0.060.884.CF	8P0.060.884.CF
RNS-E	CW 22/14	Q3/2013	NAR 2014/2015	8P0.060.884.CA	8P0.060.884.CA
RNS-E	CW 22/13	Q3/2012	NAR 2013/2014	8P0.060.884.BP	8P0.060.884.BP



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MMI 2G	N/A	Q3/2016	DVD NAR 2018/2019 <b>LAST EDITION</b>	4E0.060.884.FH	4E0.060.884.FH
MMI 2G	N/A	Q3/2015	DVD NAR 2017/2018	4E0.060.884.FE	4E0.060.884.FE
MMI 2G	N/A	Q3/2015	DVD NAR 2016/2017	4E0.060.884.EQ	4E0.919.884.EQ
MMI 2G	N/A	Q3/2014	DVD NAR 2015/2016	4E0.060.884.EG	4E0.919.884.EG
MMI 2G	N/A	Q3/2013	DVD NAR 2014/2015	4E0.060.884.DS	4E0.919.884.DS
MMI 2G	N/A	Q3/2012	DVD NAR 2013/2014	4E0.060.884.CJ	4E0.919.884.DJ

\*All MMI 3G/3G+ map updates require the customer to purchase the additional map activation documentation. Customers with MIB1 & MIB2 systems that have used all five updates or who have vehicles more than three years old (based on vehicle production date and not the retail sold date), will need to buy an activation document before installing the latest navigation map database. The part numbers for all activation documents can be found in ETKA. MMI 2G and RNS-E systems do not require activation documentation.

## Warranty

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

## Additional Information

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

- TSB 2037809, *91 How to update the MMI MIB navigation map - potential customer concerns.*

All part and service references provided in this TSB (2044694) 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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