



Technical Service Bulletin

91 MIB2 High: satellite map setting is lost

91 21 70 2062267/1 February 23, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, Q7, and SQ7	2017 - 2019	All	MIB2
A3 Sportback, A3 e-tron	2017 - 2018	All	MIB2
A3, A3 Cabriolet, S3, RS 3 and R8	2017 - 2020	All	MIB2
TT, TTS, and TTRS	2017 - 2021	All	MIB2
A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback	2018 - 2019	All	MIB2
Q5, SQ5	2018 - 2020	All	MIB2
RS 5, RS 5 Cabriolet, and RS 5 Sportback	2019	All	MIB2

Condition

Customer states:

- The satellite map reverts back to 2D or 3D on startup of the MMI system.
- The satellite map can be manually re-enabled.



Tip: The customer must have an active Audi Connect account for Satellite Maps to work. Please verify the customer's account status before proceeding with this bulletin.



Note:

Vehicles with SW 1320 or a software older than (but not including) SW 1316 do not support satellite maps any more. Please see TSB 2060681: *91 Google Earth is greyed out or does not function in the MMI with a warning,*



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"*The subscription has expired*" for instructions on how to update certain 2017/2018 vehicles to continue supporting satellite maps.

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

This TSB replaces Pending Service Solution (PSS) TSB 2060346: *PSS 91 MHI2: satellite map setting is lost*.

No repair is available at this time.

1. Do not perform any repairs. Any repairs for this concern may be denied.
2. Instruct the customer that this condition is normal.

Warranty

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

Additional Information

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

- TSB 2060681, *91 Google Earth is greyed out or does not function in the MMI with a warning, "The subscription has expired"*.

All part and service references provided in this TSB (2062267) 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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