



Technical Service Bulletin

91 Navigation: complaints about route guidance

91 23 26 2071264/1 August 23, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2005 – 2025	All	Not Applicable

Condition

Customer states:

- The customer has complaints about route guidance or map data.
- The suggested route does not meet the customer's expectations, or the system suggests a route which does not lead to the destination or includes detours
- The customer complains about sections of the route, roundabouts or route information, such as speed limits or addresses, POIs (e.g. charging stations), among others that are (currently) not digitalized.



NOTICE

The prerequisite for reporting a route complaint or deviation in the map data is that the vehicle has the most up-to-date map version.

Technical Background

Information on online automatic map update (OTA):

MIB3 – OTA - lifetime

Vehicles with the MIB3 infotainment system (started with the A4/A5 MY 2020) receive automatic monthly updates for the region in which the vehicle is driven. When route guidance is active, additional regions that traversed, as well as the destination region are updated if an update is available and it has not yet been installed on the vehicle.

The OTA feature can be activated via: Menu > Settings > System maintenance

MIB2+ - OTA – lifetime

Vehicles with the MIB2+ infotainment system (started with the A8 MY 2019) receive automatic updates for the region in which the vehicle is driven approximately once every three months. The prerequisite is that at least 20 bus sleep cycles (stationary periods) are recognized while being in a particular region every three months (up to 5 regions can be updated over the air). If a full map update is required, it can be purchased via a dealership.

The OTA feature can be activated via: Menu > Settings > System maintenance_

MIB2high – OTA, MIB2Scale

In the MIB2high infotainment system (continued series production in the Audi TT and Audi R8 up to MY 2023), up to 5 consecutive updates are available free of charge. Those updates can be installed over the air, or installed by an Audi dealership (may require an additional fee to be paid to the dealership). Unused map updates are no



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longer available as soon as a newer version is offered. Newer map updates can be purchased and installed at an Audi dealership.

Selecting regions and starting map update: MMI menu > Setup MMI > System update > Online update

MIB1 High (navigation plus)

A map update can be purchased from an Audi Dealership. The last planned map version for this system is the version 2024 which will be available starting in calendar week 48/2023.

RMC navigation (installed until 2018 in A6, and A7 with 7T2)

Map updates can be ordered annually via ETKA, the last planned map version for this system (2024) will be available starting in calendar week 48/2023.

MIB1 Standard Navigation, MMI 3G+, MMI 3G high, MMI 3G basic

The last available map version for this system is 2023 (available since week 48/2022) and can be purchased at an Audi dealership.

Please note that the **route guidance** is designed to guide the driver to the destination entered in an appropriate amount of time on an appropriate route. To do this, complex calculations are performed based on the road classification (motorway, major road etc.) and information available for every section of route (up to 90 pieces of information from junction to junction) - including traffic reports/information from third-party providers (online or via TMC/TMCpro).

Those with appropriate local knowledge or awareness of temporary obstructions (rush hour traffic or shift changes of large companies, etc.) may be able to reach their destination quicker and/or using shorter routes. A traffic report (traffic jam, accident, etc.) may be missing from the display or remain displayed when it no longer applies yet still be taken into account for route guidance. Both of these issues can increase the time required to reach the destination, possibly because of a detour. This is no reason for a complaint.

All **map data** reflect the static environmental state at a specific time. All map data is digitized by external map suppliers, checked in various processes and continually updated. As the map data to be recorded continuously changes, deviations on motorways/sections of motorway, roads and roundabouts cannot be ruled out, nor can issues with addresses, POIs, charging stations and other information included in the map (such as speed limits). Such complaints do not therefore constitute a fault with the vehicle or an installed map update.

Information on newly built roads or new road layouts along with changes to speed limits, changes to POIs (e.g. charging stations etc.) or new POIs is often provided very late to the authorities or the map suppliers by local councils or operators. This leads to these roads/this information not being included in up-to-date map versions/databases or to an old status being shown although e.g. the road has been complete/changed for some time.

The route criteria and the zoom settings should also be considered as they can also lead to deviations in the display.

Production Solution

Not applicable.

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Check the navigation database installed on the vehicle. In order for a complaint to be accepted, the navigation database must be the most current version available.

If necessary, the navigation database may have to be updated (see Technical Info). This may occur an additional expense for the vehicle owner on certain MMI systems that cannot be charged to warranty.

Please attempt to reproduce the route complaint / deviation. If the route is not local, use demo mode to attempt to recreate said route.

If the route complaint still exists in the newest nav database, the relevant map supplier's database must be checked (see Table 1).

POI/Address cannot be found: The deviation can be reported and corrected on the navigation database supplier's website. (see Table 1).

This report triggers a test after which, if confirmed by public or other sources, leads to a permanent inclusion of this change in a future map update.

POI/Address can be found: The customer's complaint will likely be addressed in the near future with one of the next navigation database updates

<u>HERE</u> <u>Map</u> <u>Creator</u>		<u>Model</u> <u>years</u>	https://bit.ly/3wtj1y8 (one-off registration)
Model + navigation system	7UG, 7UZ 7UF 7UF 7T6 7T2	From 2013/2014 onwards From 2013 From 2016 2004- 2012/2014	All MMI navigation plus from 2014 onwards, A3 from MY 2013 onwards MMI navigation MIB1Std A3 (8V) from week 10/2012 onwards, MY 2013 MMI navigation MIB2Scale A4 from MY 16 (deployed from week 22/2015), Q5 MY 2017-2020 All MMI navigation plus (RNS-E 2004-2012 (TT -2014), MMI3G+ 2008- 2014) MMI 3G Basic (Q5 up to MY 2017)
<u>TomTom</u> <u>MapShare</u>			https://bit.ly/3uHbNXw (one-off registration)
Model + navigation system	7Q4, 7T2 7T2 7T2 7Q4, 7T2	Up to 2018 Up to 2018 Up to 2017 Up to 2015 Up to 2012	xMMI navigation (RMC) A6, A7 (PR no. 7T2) MMI navigation Q3 (PR no. 7T2) MMI navigation A4 MMI navigation A3

Warranty

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

Replacing components in the event of route guidance complaints is not permitted without prior approval.



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Additional Information

All part and service references provided in this TSB (**2071264**) 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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