



# Technical Service Bulletin

## 91 MIB: MMI navigation map update "How-to guide" - potential customer concerns

91 20 11 2037809/7 September 3, 2020. Supersedes Technical Service Bulletin Group 91 number 20-72 dated June 3, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2014 - 2021	All	MIB1, MIB2, MIB2+, and MIB3

## Condition

REVISION HISTORY		
Revision	Date	Purpose
7	-	Revised <i>Technical Background</i> (Added Tip) Revised <i>Service</i> (Added Tip for activation and updated steps)
6	06/04/2020	Revised title Revised <i>Technical Background</i> (Updated content) Revised <i>Service</i> (Removed myAudi download steps)
5	12/20/2019	Revised <i>Condition</i> (Updated website link) Revised <i>Technical Background</i> (Updated content)

### 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](http://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.
- 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.



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## 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 update is only available in the MMI via an OTA update (as of March 2020). 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 (see attachment "MIB Map Update Strategy.pdf").



### Note:

The full navigation map data was available on the myAudi website ([www.audiusa.com/myAudi](http://www.audiusa.com/myAudi)) for download before March 2020. The myAudi site was turned off in preparation for the myAudi 2.0 website. The new myAudi 2.0 website will be deployed in Q2 2021. Until this time, there will be no solution for the customer to download the data on their own. The full navigation map data will only be possible by the service department. The service department will need to order the service part by ordering the appropriate SD card (see TSB 2044694 titled, "91 MMI navigation database concerns (Missing traffic info, Incorrect speed limits, Missing streets; POI not listed, etc.).")

For MIB1 & MIB2 vehicles, map updates are free for the first 2½ 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 2½ 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 2½ 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 (after Q2 2021).

MIB1 & MIB2 Customers (not available for MIB2+ & MIB3) 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.



**Tip:** Map activations should always be performed before updating the map data. Doing so will ensure the navigation system is always available, and the correct map data is installed. DO NOT install the map data via the red engineering menu of the MMI until AFTER the map activation is performed via *ODIS >> Flash*.

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. This map data from the parts department can only



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be installed using the RED ENGINEERING MENU of the MMI. The customer only purchases the activation documentation to enable the map installation (see TSB 2044694: “91 MMI navigation database concerns (Missing traffic info, Incorrect speed limits, Missing streets; POI not listed, etc.)”).

## 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
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
CW45/20	NAR 2021
CW22/21	NAR 2021/2022

## For MIB2 infotainment systems (see attachment “MIB Map Update Strategy.pdf”):

- 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.*
- The customer will not be billed 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.



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- 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 2½ years, 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 MIB2+ & MIB3 infotainment systems (see attachment “MIB Map Update Strategy.pdf”):**

- Over-the-air navigation map updates are 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 software update can be accessed in the MMI using the following path:
  - *Menu >> Settings >> System maintenance >> Software update.*
- The customer will not be billed 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 regular areas of driving. Thus, the customer cannot manually choose the update regions. To perform a complete NAR (North American Region) update for MIB2+ (Not yet possible for MIB3), the dealer will need to order the NAR map update on the 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 five years for MIB2+ (10 years for MIB3). This 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 for MIB2+/MIB3). The customer will need to purchase the activation documentation once it is made available by Audi of America.

**(Not available until Q2 2021)**

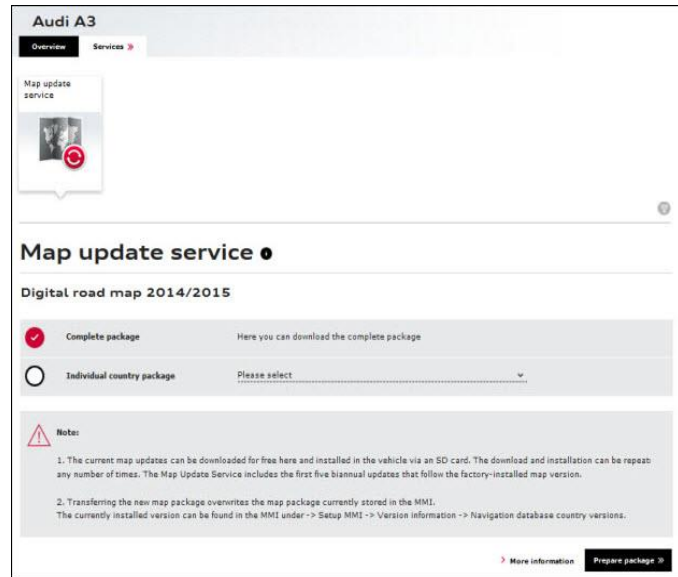
For all MIB infotainment systems, map updates via myAudi are available for download (Retired as of March 2020):



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- 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 to access the “Map update service” (Figure 1).



**Figure 1.** The retired 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 contain slightly less than 16GB of usable space. Thus, a larger SD card may be needed for a full map update.

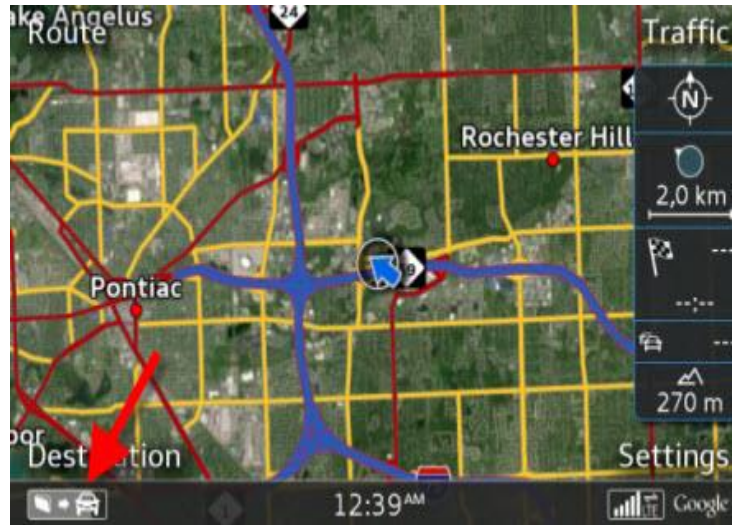
- The SD card must be formatted to FAT/FAT32/exFAT. Mac-formatted SD cards will not work in the MMI MIB main unit. SD card types are:
  - 4GB and less: SD (FAT/FAT32).
  - 4GB/8GB/16GB: SDHC (FAT/FAT32).
  - 16GB/32GB/64GB and higher: SDXC (exFAT only; will work with MIB but not with MMI3G+).



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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



**Tip:** Map activations should always be performed before updating the map data. Doing so will ensure the navigation system is always available, and the correct map data is installed. DO NOT install the map data via the red engineering menu of the MMI until AFTER the map activation is performed via *ODIS >> Flash*.

1. Using the downloaded map update on the SD card, insert it into the MMI main unit. Once the SD card is inserted, the customer must initiate the download (Figure 3) function in the MMI. If the map data is an SD Card purchased from the parts department, this update must be performed using the RED ENGINEERING MENU.

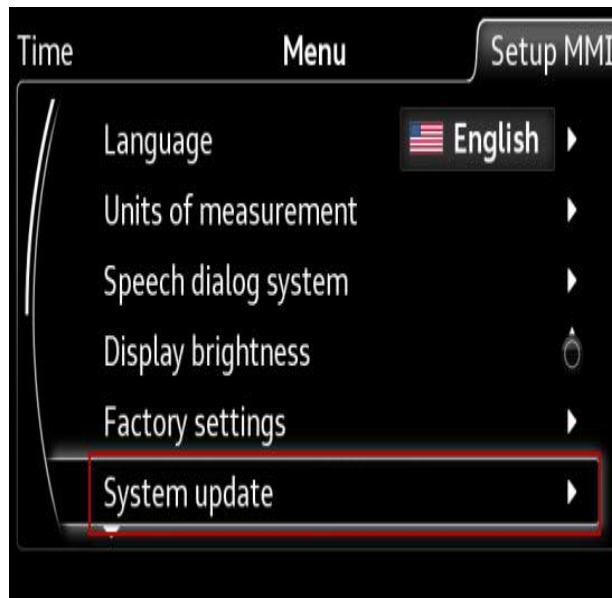
**For A3/A6/A7:**

*MENU >> Setup MMI >> System Update.*

**For TT3/R8NF/Q7NF/B9 A4:**

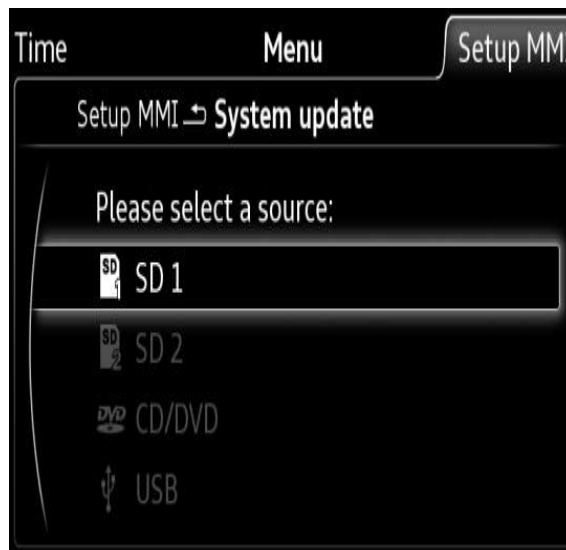
*MENU >> Settings >> Left Option >> System maintenance > >System update.*

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



**Figure 3.** MMI option for customer map update.

2. If the data was downloaded to the SD card correctly, the SD card would be highlighted in white (Figure 4). 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 4.** SD card that contains the map update data.



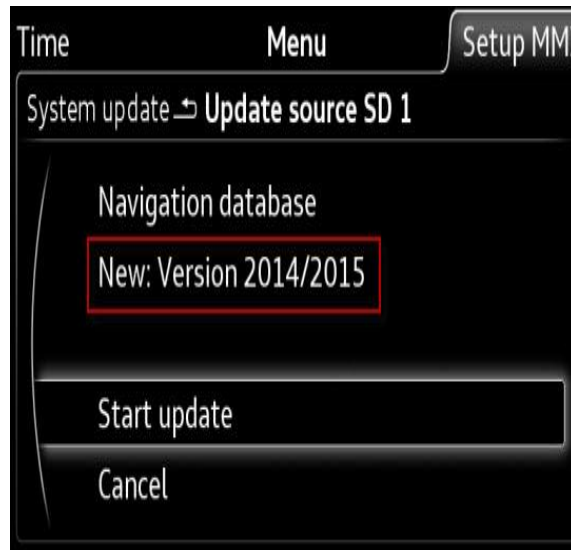


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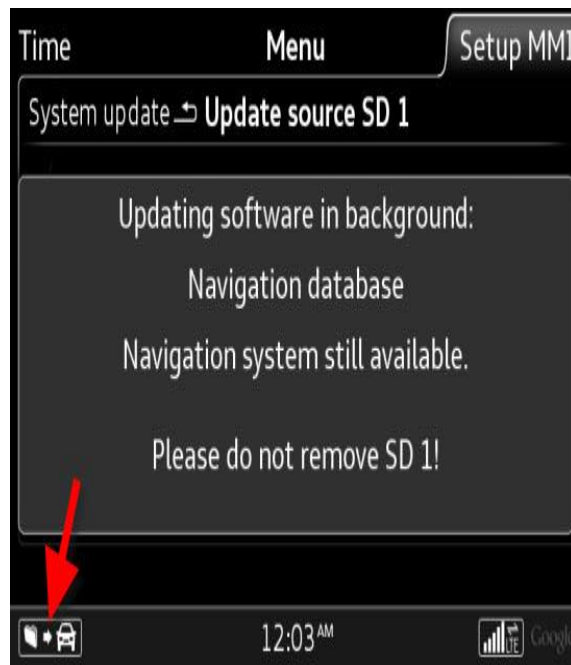
3. The new version of the map data will be indicated on the MMI screen. Selecting “Start update” begins the update (Figure 5).

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 6).

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 5.** Selecting “Start update.”



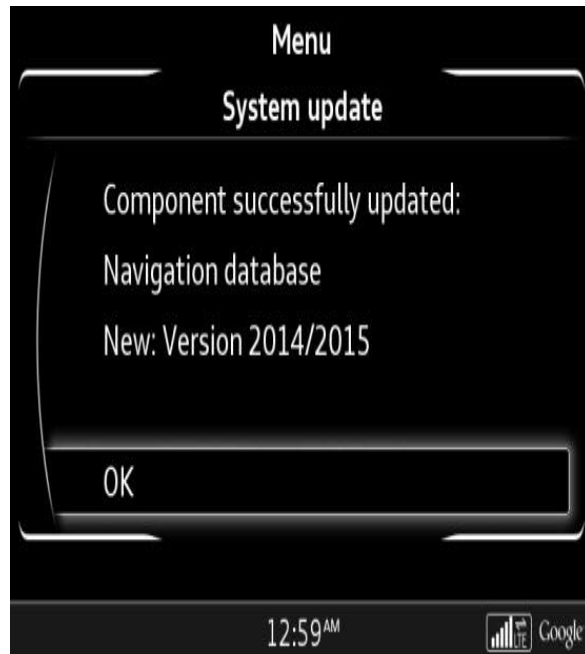
**Figure 6.** The background update is indicated by the file transfer icon.





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4. 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 7).



**Figure 7.** Successful update screen.

5. The update can be verified under the MMI Version Information screen (Figure 8).

**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. This means if the customer puts the same SD card with the same map data into the main unit after a 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 8).



**Figure 8.** The updated map regions will be indicated by the calendar year listing under the region. In this figure, only “USA, Region 6” was updated.



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## 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 2044694, *91 MMI navigation database concerns (Missing traffic info, Incorrect speed limits, Missing streets; POI not listed, etc.).*

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.

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