

Technical Service Bulletin



9118 UPDATE – Google Maps Street View (NVLW)

November 07, 2012.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2013	001124 – 072052	Not Applicable
A5		000347 – 004069	
A5/S5 Cabriolet		000124 - 001364	
RS5		000347 - 004069	
A8		000422 – 001701	

Condition

REVISION HISTORY		
Revision	Date	Purpose
1	08/07/2012	- Part numbers corrected in SAGA sheet and Required Parts & Tools. - Note added for ordering additional owner's manual inserts
2	08/10/2012	- Updated claim types
3	08/15/2012	- Updated SAGA Accounting Instructions
4	11/08/2012	- Updated required parts and tools table

This Update has been proactively released to prevent the following condition from occurring in the vehicle:

The Google Maps Street View software was not available for early model year 2013 production.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 9118 code in the ElsaWeb Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

Technical Background

On some Audi vehicles produced within a specific period the Google Maps Street View software was not available.

Production Solution

Google Maps Street View software installed.

Service

1. Update the MMI main unit (J794) software using the corresponding update CD based on the criteria as shown in the table below. Follow all instructions in the attached TSB 2028141 91 *Generic instructions for updating MMI3G / MMI3G+ software and navigation data.*

Criteria	Disk Part Number	Owner's Manual Insert
4H	8R0 906 961BR	MY13A8MMIPlusUS
8F, 8K, 8T	8R0 906 961BQ	None



Note:

For A8 vehicles with rear seat entertainment, an additional software update CD is required. This CD must be inserted in the rear main unit (J829) before starting the update procedure.

2. Perform SVM feedback documentation to establish a reference for this vehicle, and add the test plan to clear DTCs created from the update. To do this, connect a VAS tester with an online connection and enter the corresponding SVM code as shown in the table below. If any errors are encountered while performing the SVM code, please call TACs and attach the Diagnostic log showing the error.

Criteria	SVM Action Code
4H	3GPUS566
8F, 8K, 8T	3GPUS566AU3G

3. If criteria 4H, place the owner's manual insert into the owner's manual.



Note:

Additional owner's manual inserts can be ordered through the Compliance Label Ordering Portal on AccessAudi.

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Warranty

Update Time Requirements/ Reimbursement	To ensure prompt and proper payment, be sure to immediately enter the applicable reimbursement code listed below upon completion of the repair work. Claims will be paid only for vehicles that show the 9118 code in the ElsaWeb Campaign/Action Information screen on the day of repair.		
<p>9118 Saga Claim Entry Procedure Check ElsaWeb to determine whether Update 9118 is open.</p> <p>Service No.: 9118 Damage Code: 0099 Parts Manufacturer - Removed part: 002</p> <p>Claim Type Sold vehicle = 7 X1 Unsold vehicle = 7 X9</p> <p>Saga Accounting Instructions</p>			
Criteria ID	Repair operation	Labor Operation Number	TU
All	Google Maps Street View is present, no update required.	0183 00 99	20 TU
4H	Update MMI	9195 25 99	135 TU
8F, 8K, 8T	Update MMI	9195 26 99	100 TU
<p>There is no reimbursement for vehicle wash or loaner vehicle.</p> <p>If the vehicle is outside of the specified warranty period, the customer has the option to pay for the repair.</p> <p><i>If the customer agrees to pay for the repair:</i> Fax the information to (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date.</p> <p><i>If the customer does not agree to pay for the repair:</i> Fax the information to (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date.</p>			

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Additional Actions Some of the affected vehicles may be involved in additional Actions. Please check your ElsaWeb Campaign/Action Information screen so that any *additional required work can be done simultaneously*.

Update Verification For verification, *always* check the ElsaWeb Campaign/Action Information screen. The ElsaWeb system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.

Help for Claim Input For questions regarding claim input, contact the Warranty Helpline.

Required Customer Notification Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.

Required Parts and Tools

Part Number	Part Description	Quantity
MY13A8MMIPlusUS	A8 Owner's Manual Insert	1
8R0 906 961 BR	A8 CD	1 (2) for RSE
8R0 906 961 BQ	A4, A5 CD	1

- Properly destroy and dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through SAGA.
- If you have exhausted your allocated parts and you require additional parts for vehicles affected by this Update but have exceeded your Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@audi.com. Be sure to include the affected VINs with your order. Prior to submitting your request, ensure that each vehicle has the 9118 code open in ElsaWeb. Your order will be reviewed and processed accordingly.

Additional Information

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

- TSB 2028141 *91 Generic instructions for updating MMI3G / MMI3G+ software and navigation data.*
- TSB 2011732 *00 Software Version Management (SVM), operating instructions.*

All parts and service references provided in this Update are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.