

# Technical Service Bulletin



## PSS 91 MMI 3G+ GPS Inaccurate

91 13 17 2035919/1 December 3, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2013-2014	Not Applicable	MMI 3G+
A5/A5 Cab	2013-2014	Not Applicable	MMI 3G+
A6	2013-2014	Not Applicable	MMI 3G+
A7	2013-2014	Not Applicable	MMI 3G+
Q5	2013-2014	Not Applicable	MMI 3G+

## Condition

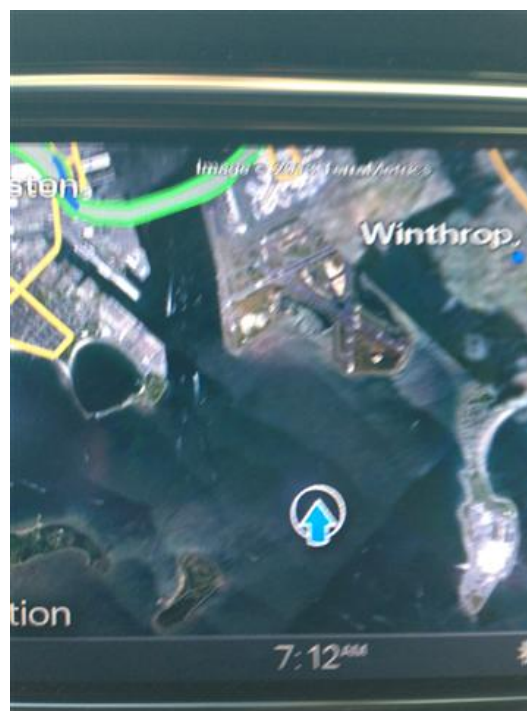


**Tip:** GPS inaccuracies can be caused by several different factors. If it is unclear if this PSS applies, submit a Technical Assistance Center ticket for additional instruction. Perform Spec Actual and attach the GFF log to the ticket.

Customer states the navigation system is not tracking the vehicle correctly (Figure 1).

All of the following conditions **must** apply for this PSS to be applicable:

- No DTCs related to the GPS antenna or MMI system are present.
- The issue occurs after the vehicle is parked overnight or for several hours in a parking garage or other similar *enclosed* space. A private home garage does not apply.
- The issue does *not* occur if the vehicle is parked overnight or for several hours in an open-sky environment.
- The condition continues for the duration of the drive. The issue only corrects itself with a 3-finger reset or during a vehicle sleep cycle.



**Figure 1.** GPS location incorrect.

# Technical Service Bulletin



- The vehicle is *not* a Q7 or A8. If the above conditions apply and the customer vehicle *is* a Q7 or A8, submit a Technical Assistance Center ticket for additional instruction. Perform Spec Actual and attach the GFF log to the ticket.

## Technical Background

Under investigation.

## Production Solution

Not applicable.

## Service

1. Diagnose the vehicle according to the instructions listed below. If customer's vehicle condition matches the condition listed in the *Condition* of this PSS TSB, explain to the customer that a solution is forthcoming and that no repairs are necessary at this point.
2. Do not replace any components for this condition because doing so will not resolve the customer's concern.
3. Create a PSS record in the PSS application via the hyperlink in Accessaudi.com (Figure 2) or Technical Assistance page in Elsa (Figure 3).

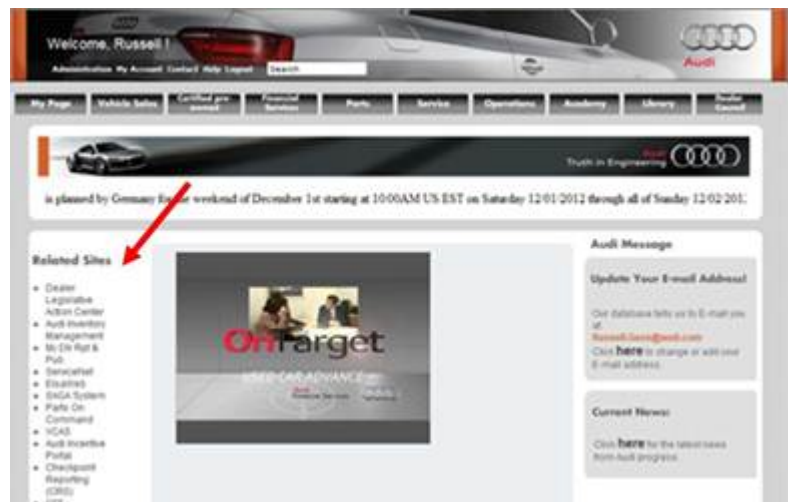


Figure 2. Related Sites section on Accessaudi.com landing page



Figure 3. Technical Assistance page

## Condition verification procedure

1. Verify that no DTCs related to the GPS antenna or MMI system are present in the vehicle.
2. Perform a short test drive. If the condition is currently present, perform a 3-finger reset on the MMI system and wait for the system to load. While driving in an open-sky environment on surface streets, the MMI system should acquire satellites within 5-10 minutes and locate the vehicle.



Figure 4. Number of satellites received.

3. To view the number of satellites being received, go to *Nav >> Route >> Current Position (first item in list) >> Scroll up* (Figure 4). If the system does *not* locate the vehicle during this timeframe or does not receive any satellites, this PSS does not apply. Proceed with standard diagnosis.

# Technical Service Bulletin



## Warranty

<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	9196		
<b>Damage Code:</b>	0039		
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on diagnostic protocol (Max 30 TU)
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
<b>Claim Comment:</b>	As per TSB #2035919/1		

## Additional Information

All parts and service references provided in this TSB (2035919) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.