

Technical Service Bulletin



PSS 91 MMI3G+ Google Earth will not load (Zug 566)

91 13 72 2032849/1 January 25, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8	2011-2013	All	MMI 3G+ with Audi Connect
A6/A7	2012-2013		
Q7	2012-2013		
A4/A5/Q5	2013		

Condition

Customer Complaint:

The Google Earth map will not load. The display shows an active data connection, and "Google" is almost fully white (Figure 1).



Figure 1. Google Earth will not load.

Workshop Findings:

- Customer has active Audi Connect subscription.
- All other Audi Connect functions operate normally.
- The concern only occurs if the vehicle is started in a 2G cellular zone. The system operates normally if the vehicle is started in a 3G cellular zone.

- The vehicle has MMI software 0566 installed (Figure 2). This can be located under *Menu >> Setup MMI >> Version information*.



Figure 2. Location of MMI software level.

Technical Background

Certain Audi Connect partner carriers are transmitting data that is not supported by the MMI. The data disrupts the loading process of Google Earth and causes it to not load completely.

Production Solution

Not Applicable.

Service

1. Explain to the customer that a solution is forthcoming and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application via the hyperlink in Accessaudi.com (Figure 3) or Technical Assistance page in Elsa (Figure 4).

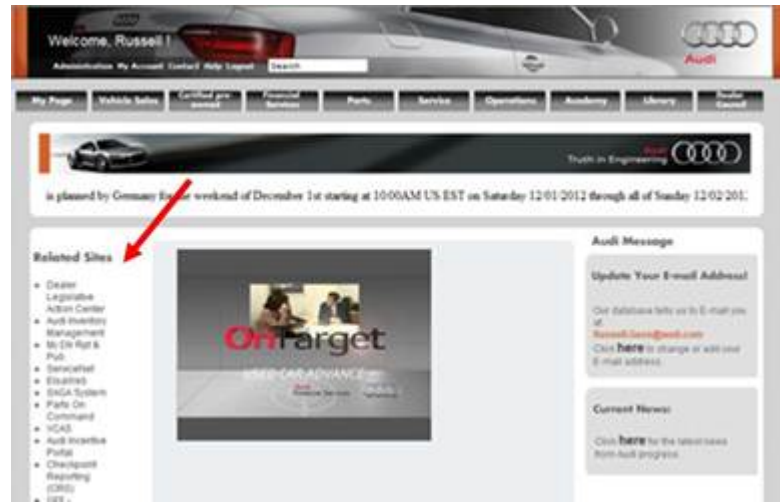


Figure 3. Related Sites section on Accessaudi.com landing page



Figure 4. Technical Assistance page

Warranty

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

Additional Information

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