

# Technical Service Bulletin



## PSS 91 MMI 3G+ GPS location is inaccurate (MY14 & MY13)

91 14 41 2035919/2 April 30, 2014. Supersedes Technical Service Bulletin Group 91 number 13-17 dated December 3, 2013 for reasons listed below.

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

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title Revised header data (Added RS5, RS5 Cabriolet, and RS 7) Revised <i>Condition</i> and <i>Service</i> (Changed entire sections)
1	11/26/2013	Initial publication

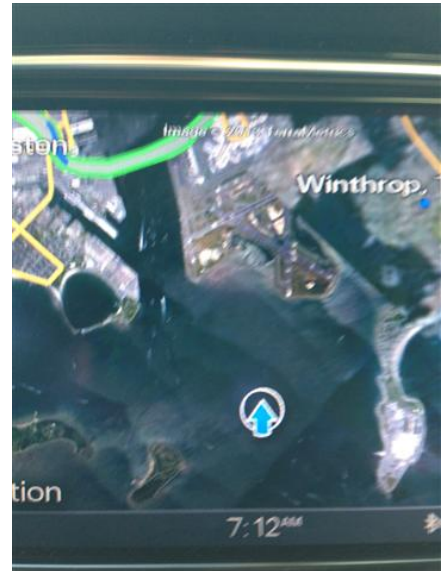


**Tip:** GPS inaccuracies can be caused by several different factors. If it is unclear if this PSS applies, submit a Technical Assistance Center ticket for additional instruction. Perform SVM specified-actual and attach the GFF log to the ticket.

## For model year 2013 vehicles:

The vehicle is a model year 2013 vehicle and TSB 2036607: *91 MMI3G+ Navigation GPS Location is inaccurate*, has been completed. The GPS location or vehicle direction indicated on the navigation map does not match the vehicle's actual location or direction of travel (Figure 1).

- If TSB 2036607, *91 MMI3G+ Navigation GPS Location is inaccurate*, has not been completed, stop now and complete it for all model year 2013 vehicles.
- If TSB 2036607, *91 MMI3G+ Navigation GPS Location is inaccurate*, has been completed and the 0 satellite condition only occurs with the HVAC blower on while in panel vent mode, proceed to the *Service* section of this bulletin.



**Figure 1.** GPS location incorrect.

## For model year 2014 vehicles:

The vehicle is a model year 2014 vehicle, the GPS location or vehicle direction indicated on the navigation map does not match the vehicle's actual location or direction of travel, and all of the following conditions apply. (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 in open sky, with no large buildings obstructing the sky view.
- When the issue occurs, the GPS navigation system satellite reception shows 0 satellites (due to the infrequency of the issue, this might not be verifiable).
- The issue is intermittent, but it can occur for long periods of time during a single day.
- The issue typically happens on very warm days when the HVAC system blower is at a medium to high setting (auto or manual), with air being directed out of the panel vents.

## Technical Background

Under investigation.

## Production Solution

Not applicable.

## Service

- If the vehicle is model year 2013 and TSB 2036607: 91 MMI3G+ Navigation GPS Location is inaccurate, has been performed on it, proceed to step 5.
  - If the vehicle is model year 2014, proceed to step 2.
- Verify that no DTCs related to the GPS antenna or MMI system are present in the vehicle.
- If the issue is currently present, place the vehicle in a clear view area (with no buildings obstructing the sky view), turn the HVAC system blower to low, and allow the system to load for 5-10 minutes. If the system cannot get a GPS 3D fix, the GPS receiver will reset every five minutes, attempting to reacquire satellites.

To view the number of satellites being received, go to *Nav >> Route >> Current Position (first item in list) >> Scroll up* (Figure 2). If the system does *not* receive any satellites during this timeframe, submit a Technical Assistance Center ticket.



Figure 2. Number of satellites received.

- Do not replace any components because doing so will not resolve the customer's concern.
- Create a PSS record in the PSS application via the hyperlink in Accessaudi.com (Figure 3) or Technical Assistance page in Elsa (Figure 4).

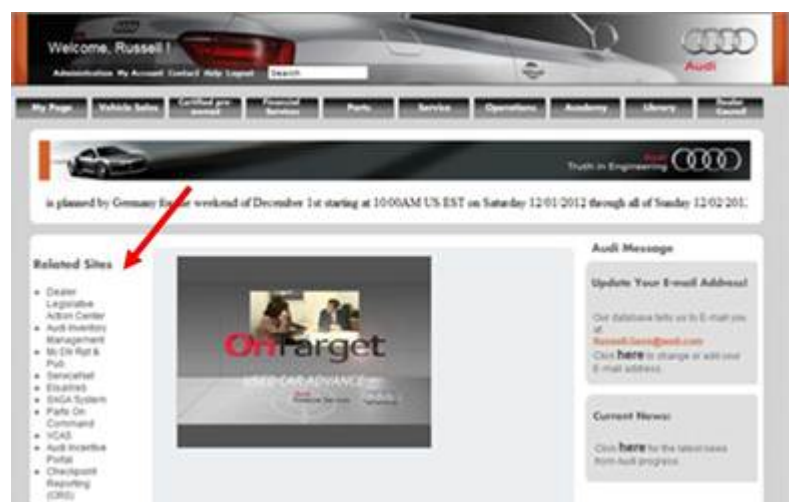


Figure 3. Related Sites section on Accessaudi.com landing page

# Technical Service Bulletin



Figure 4. Technical Assistance page

- 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.

## 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 #2035919/2		

## 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.