Technical Service Bulletin

91 How to update MMI MIB navigation map - potential customer concerns

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2015 - 2016	All	Navigation

Condition

The customer complains 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 web site (my.audiusa.com) 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.

Technical Background

The new MMI MIB infotainment system is the first system that allows the customer to download a map update for the vehicle's navigation system. The download data is only available on the myAudi web site (my.audiusa.com).

- The customer must register with the myAudi web site (my.audiusa.com).

- The customer must add the vehicle VIN to the profile on the web site in order to access the "Map update service" (Figure 1).
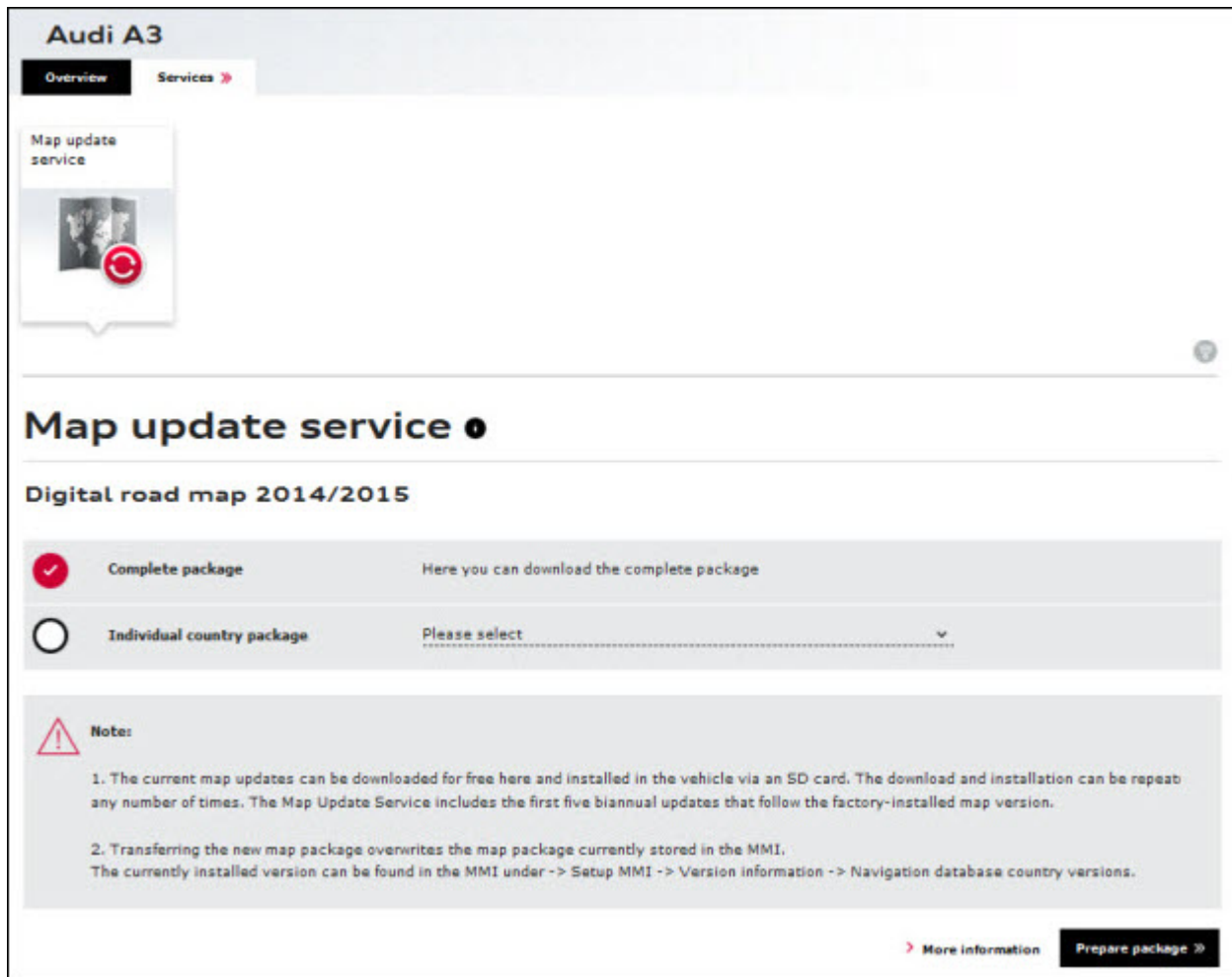
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Figure 1. *Map update service on the myAudi web site (my.audiusa.com).*

- The vehicle must have MMI MIB navigation.

- To download the full map update, the customer must have an SD card that shows *at least* 16GB of usable space when viewed within the PC file system, as the full update is typically 14GB - 16GB in size.
  To download a partial map update (only some US states), 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 actually contain slightly less than 16GB of usable space, so it is possible that a larger SD card will 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/32GB: SDHC (FAT/FAT32)

  - 64GB and higher: SDXC (exFAT only; will work MIB but not with MMI3G+)

- 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).
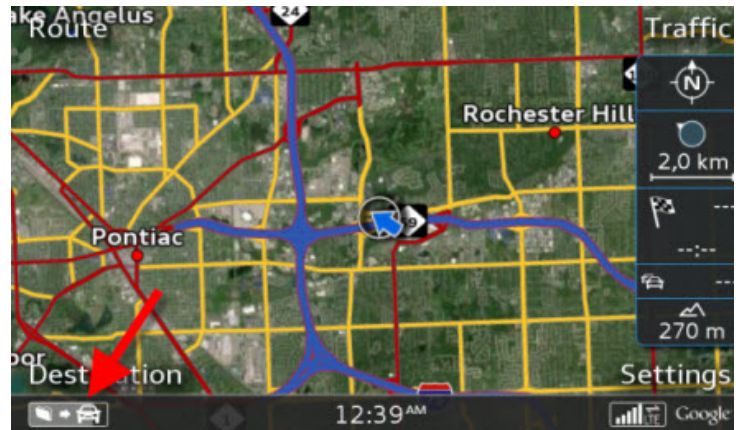

Figure 2. *The background map update is indicated by the file transfer icon.*

Production Solution

Not applicable.

Service

1. The map download is performed with a Java-based download manager (Figure 3). Ask the customer if the latest version of Java is installed on his or her computer. If the latest version of Java is not installed, it is possible that the map update cannot be performed.
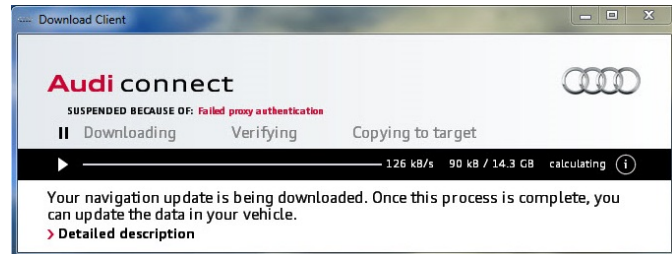

Figure 3. *Download manager*

2. If the error message pictured at right (Figure 4) appears, it is because the Java download client cannot initiate a connection to the download site, which is indicative of a local issue with the customer's PC or ISP.

   If this error message appears, ask the customer to do the following:

   - Turn off all anti-virus software, which could be blocking the java application. Or, add the program to the exception list for the anti-virus software.

   - Turn off any firewalls in the PC or in the router hardware.

   - Try connecting the PC directly to the cable or DSL modem with the Ethernet cable, to bypass the router.

   - Have the customer contact his or her ISP or local IT support.
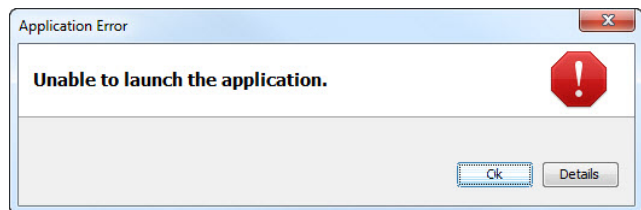

Figure 4. *Error message*

3. After the map download client is successfully downloaded to the customer's computer, the map download client will start the map download process. The download client will ask where the data should be stored. Advise the customer to save the data to the root directory of the SD card. If the data is saved inside of a folder on the SD card, the update may not be seen by the main unit in the vehicle.

   If the computer loses its internet connection, the customer will be required to reenter his or her myAudi password to restart the download (Figure 5). The map download client automatically saves all progress if the computer loses its internet connection.
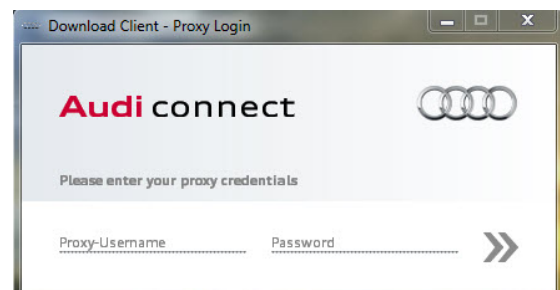

Figure 5. *Login prompt for my.audiusa.com*

4. After the map data has successfully downloaded to the SD card, the SD card should be inserted into the MMI main unit. Once the SD card is inserted into the MMI main unit, the customer must initiate the download with the *MENU >> Setup MMI >> System Update* (Figure 6) function in the MMI. The update does not start automatically when the SD card is inserted.
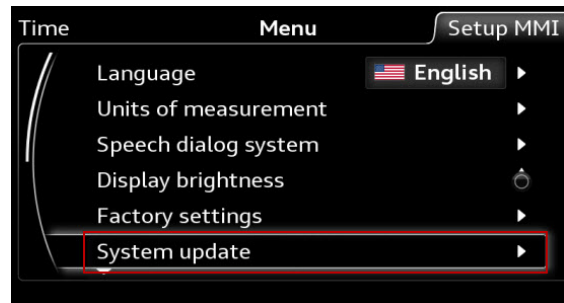

Figure 6. *MMI option for customer map update*

5. If the data was downloaded to the SD card correctly, the SD card will be highlighted in white (Figure 7). If no SD card is highlighted, ask the customer to troubleshoot the issue (Check formatting and verify that all the data is in the root directory of the media).
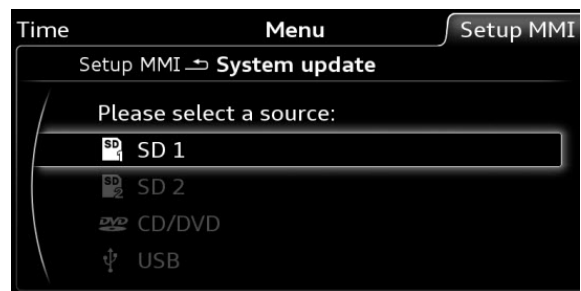

Figure 7. *SD card that contains the map update data*

6. The new version of the map data will be indicated in the MMI screen. Selecting "Start update" begins the update (Figure 8).

   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 9).

   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 choses to use a DVD or a USB drive via AMI, then the update may take considerably longer.
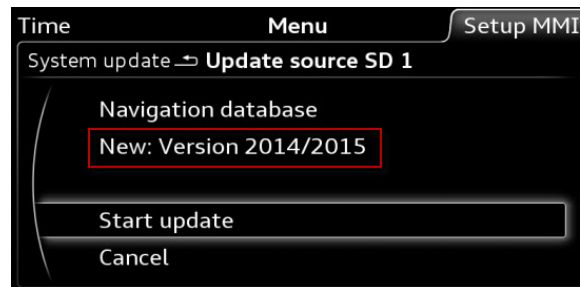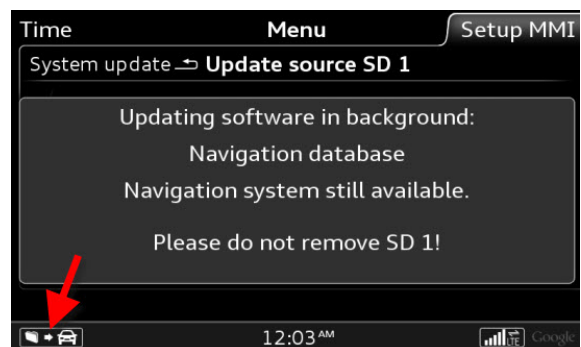

Figure 8. *Selecting "Start update"*

Figure 9. *The background update is indicated by the file transfer icon*

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7. After the update is complete, the icon in the lower left-hand side of the MMI screen will disappear. Additionally, a confirmation can be seen in the MMI system update screen: *MENU >> Setup MMI >> System Update* (Figure 10).

Figure 10. *Successful update screen*

8. The update can be verified under *MENU >> Setup MMI >> Version Information >> Navigation database country versions* (Figure 11).

    The MMI system will allow the same map data to be overwritten at any time, which means that if the customer puts the same SD card with the same map data into the main unit after a successfully-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 11).

Figure 11. The updated map regions will be indicated by the calendar year listing under the region. In this figure, only "USA, Region 6" was updated.

Warranty

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

Additional Information

All parts and service references provided in this TSB (2037809) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.