

Technical Service Bulletin



91 Change of MMI language or navigation map region not possible

91 14 63 2028190/3 October 2, 2014. Supersedes Technical Service Bulletin Group 91 number 13-08 dated September 20, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2009 - 2017	All	Navigation system

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised title Revised header data (Added model years) Revised <i>Condition</i> (Added scenarios) Revised <i>Technical Background</i> (Clarified information)
2	9/20/2013	Revised header (Added model years)
1	12/9/2011	Initial publication

One of the following conditions is present:

- The customer would like to add a different navigation map database for countries outside of the USA or Canada.
- The customer would like to change the MMI system language to a different language that is not already supported by MMI.
- When a song is being played and the track information for that song contains foreign language characters, the driver information system (DIS) in the cluster correctly displays the characters, but the MMI display does not (Figure 1 and Figure 2).



Figure 1. MMI with Korean characters not supported.



Figure 2. Cluster DIS with Korean character supported.

Technical Background

Navigation systems equipped in US spec vehicles come pre-loaded from the factory with:

- Navigation maps for USA and Canada.
- English (US), Spanish (Mexico), and French (Canada) system languages.

It is *not* possible to change the language pack or map database to something outside of what is available on the vehicle from the factory for the following reasons:

- Software and hardware differences between US spec and Rest of World (ROW) spec modules can create communication issues in the vehicle.
- Installing a ROW navigation database or language pack onto a US spec module is not possible.
- The SVM system will not code or parameterize the replacement modules correctly, and will prohibit necessary SVM codes from running in the future.

The MMI navigation system was designed to support only the factory-installed languages for all media sources. As a result, it cannot display the track information correctly for songs in a foreign language. This is a normal condition.

However, the cluster is developed by a different supplier and might support multiple languages outside of the factory-installed languages, which is why the cluster DIS displays foreign characters in track information.

Production Solution

Not applicable.

Service

Inform the customer that retrofitting the MMI system with a different language pack or map database is not technically possible and is not supported.

Warranty

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

Additional Information

All parts and service references provided in this TSB (2028190) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.