

Technical Service Bulletin



91 Audi connect online destination search, Google Earth navigation view, or INRIX online traffic is not available

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2012 - 2016	All	With Audi connect

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised Condition (Added extra condition about model year 2016 A6, A7, or TT vehicles) Revised <i>Technical Background</i> (Completely revised) Revised <i>Service</i> (Completely revised)
1	9/29/2015	Initial publication

- While using Audi connect, the customer cannot access the online destination search and/or the Google Earth navigation view.
- The following message appears in the MMI (Figure 1): "This service is currently unavailable. Please try again later."
- The customer may also see an error message in the myAudi portal indicating that one or multiple licenses are expired and must be renewed.
- Additionally, if the vehicle is a model year 2016 A6, A7, or TT, the customer may not be able to see speed and flow traffic information in the navigation map screen, and may consistently see that no traffic reports are available. For these vehicles, traffic is provided by INRIX online.

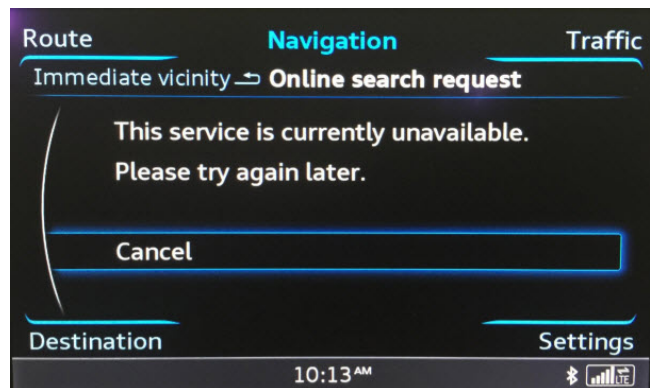


Figure 1. Message in MMI.

Technical Background

The Audi connect system relies on multiple systems and pieces of vehicle hardware. All systems and vehicle hardware must be functioning and error-free to allow the Audi connect system to function properly in the vehicle:

- The MMI hardware in the vehicle (main unit, GSM/LTE antenna, and antenna wiring) must be fault-free.
- The SIM card must be activated and not damaged. (Verify with www.myaudiconnect.com.)
- The data service provider (AT&T or T-Mobile) must configure the customer's SIM correctly. Contact the Audi connect support line at 877-505-2834 if an issue with the configuration of the customer's SIM card is suspected. (Choose option 1 at the prompt.)
- The AUDI AG backend servers that provide data to the vehicle must be properly configured for the VIN. Each service has a license assigned to it on the AUDI AG backend server. Issues with a backend server license can only be corrected by AUDI AG. If there is a license issue, typical behavior includes partial outage of Audi connect (for example, the weather information works, but Google Earth does not) on only one vehicle or on specific vehicles.

There is a known issue with the licenses contained on the backend server for specific vehicles built within a certain date range. As a result, the online destination search and/or the Google Earth navigation view do not function. For model year 2016 A6, A7, or TT vehicles, the INRIX traffic service may not be available, and only shows "no traffic reports are available", but no error. This issue can be seen in the customer's myAudi portal with an error message indicating that the license is expired for online traffic. Performing the SVM recovery activation or replacing the SIM card or MMI hardware will not remedy the concern.

Production Solution

Not applicable.

Service

If only online destination search and/or the Google Earth navigation view are unavailable but all other Audi connect services (weather, fuel prices, etc.) are available (and, for model year 2016 A6, A7, or TT vehicles, there may be a complaint of no INRIX traffic and no online destination search and/or no Google Earth navigation):

1.
 - Collect the following information from the vehicle or customer:
 - Which services are working and which services are not working.
 - The time and date when the issue last occurred (include time zone).
 - The general metropolitan area where the issue last occurred.
 - Take a photo or screenshot of the error message on the MMI screen, or ask the customer what the error message stated. Uploading a photo is not required, but is helpful for communicating the concern to AUDI AG.
2. Contact TAC and include the information above.

3. Return the vehicle to the customer. No additional analysis is required after the data listed in step 1 has been correctly provided to TAC.
4. When a solution is provided, the dealer or customer will be notified. After the change is made on the AUDI AG backend server, the service will automatically start working in the MMI after the vehicle has gone through at least one ignition key cycle off/on.

If no Audi connect services are available:

1. The issue may be a vehicle-level issue. Perform the following checks to ensure that the Audi connect system is correctly configured in the vehicle and to rule out any vehicle-level issues:
 - Verify that the customer's SIM card is active by going to the Audi connect user account management portal at www.myaudiconnect.com.
 - Confirm that the customer has not run out of data (only applicable with AT&T plans) or that the customer is not using the Audi connect trial plan, which may have expired. Call the Audi connect dealer support line at 1-888-545-9434 for assistance. When data usage nears the limit, it is possible that some services of Audi connect will function and others will not.
 - Test a known working SIM card in the vehicle to ensure that all services are functioning.
 - Test the customer's SIM card in another vehicle to ensure that it is not damaged.
 - Ensure that Component Protection Showroom Mode is not active by performing the component protection removal test plan for the onboard diagnostic (gateway) control module (address word 19).
2. If the issue is still not resolved, contact TAC.

Warranty

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

Additional Information

All parts and service references provided in this TSB (2042013) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.