

Technical Service Bulletin



91 MMI3G+ Google Earth does not load after K0942 MMI software update

91 16 61 2044940/1 July 22, 2016.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, Q5	2013 - 2016	All	With navigation
Q7	2012 - 2016	All	With navigation

Condition

- The customer complains that Google Earth does not load in the MMI navigation map display.
- The Google icon only loads halfway, then freezes (Figure 1).

The following conditions must be true:

- The car has a known good, activated SIM card with active data bars over the 3G icon.
- All other Audi connect features work as designed.
- The vehicle is a model year 2013–2016 A4, A5, Q5, or a model year 2012–2016 Q7.
- The MMI software level has already been updated to K0942.



Figure 1. Google icon loads only halfway.

Technical Background

There is a known concern with the K0942 software update that can cause this issue. The final step of any MMI software update (ZUG update) is to document the location of where the MMI should store the customer data on the internal hard drive. The location for the Google Earth view data was incorrectly documented in this last step and created a condition where the MMI cannot store the data on the hard drive.

Production Solution

Not applicable. Production software (P0942) is not affected.

Service

A software script (patch) has been developed to fix this concern and can be installed directly in the MMI via SD card. This script runs automatically and is not a ZUG update. Applying the patch does not require an ODIS tester. Only a blank SD card is required (1GB capacity is sufficient).

Required equipment:

- Computer to download the software.
- Blank SD card with at least 1MB of free space.

Time to complete update:

- Approximately 3 minutes.

1. First verify that the MMI software is at K0942 by going to *MENU>>Setup MMI>>Version Information*. The affected version will show "K0942_3".
2. Download the software from ServiceNet at the following location: *Technician References >> Audi MMI Scripts >> MMI3GP K0942 Google Earth INOP Cleanup Patch*.
3. Unzip the archive file to a unique location on the computer. Copy the unpacked files to the empty SD card. The files must be put in the root directory (top directory level) of the SD card. No other files can be on this level. There are only two files (Figure 2).

Note that most software programs that unzip files will default to creating a folder for the decompressed files. Make sure to copy just the files from this folder, and not the folder itself.

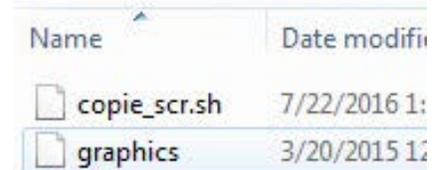


Figure 2. Two files required for patch.

4. Allow the MMI to fully boot. Navigate to the Telephone menu and wait until all the options turn white.
5. Insert the SD card with the update files into the MMI.
6. Once the script is complete, a green confirmation screen indicating that the script has been completed will be displayed (Figure 3). If the green confirmation screen is not displayed, check the SD card to ensure that it is not damaged. Additionally, recheck the location of the file on the SD card using a computer. Repeat steps 1-3 if needed.

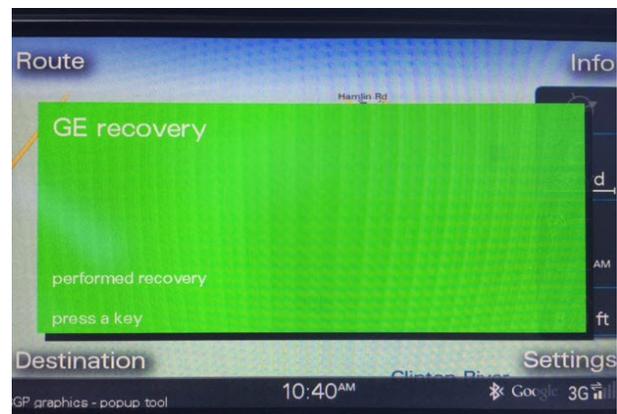


Figure 3. Confirmation screen for script

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7. Perform a three-finger reset and check Google Earth functionality. If Google Earth continues to fail, repeat steps 5-7. If Google Earth fails to load, try a different SIM card.
8. If the problem persists after a different SIM card is tried, contact TAC.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48/50• G10 for CPO covered vehicles – verify owner• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	0039		
Labor Operations:	MMI software patch	9196 9999	50 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 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)		
Claim Comment:	As per TSB #2044940/1		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Additional Information

All parts and service references provided in this TSB (2044940) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.