



Technical Service Bulletin

91 Traffic reports or speed and flow data are unavailable in MMI navigation

91 17 43 2042097/2 August 21, 2017. Supersedes Technical Service Bulletin Group 91 number 15-26 dated December 8, 2015 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2004 - 2020	All	With navigation

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data (Added model years)
1	12/08/2015	Initial publication

The traffic feature in the MMI navigation is inoperative.

Note:

If the vehicle is a model year 2016 A6 or A7, see TSB 2042013: *91 Audi connect online destination search, Google Earth navigation view, or INRIX online traffic is not available*. There is a known server issue that can only be resolved through a change to the Audi AG backend server.

Technical Background

Audi has changed traffic providers over the years as new technologies have developed. This bulletin provides an overview of the different systems and the basic checks that can be performed to diagnose concerns related to traffic in the MMI navigation system.

Audi MMI	Model Years	Traffic Provider	ESN or License	Subscription Type
RNS-E	2005 - 2009	N/A	Not applicable.	Not applicable.
RNS-E	2010 - 2015	TMC (FM RDS)	Not applicable.	None required.
MMI2G	2007 - 2010	SIRIUS	Separate traffic ESN.	Customer paid to SIRIUS.
MMI3G	2009 - 2012	SIRIUS	Separate traffic ESN.	Customer paid to SIRIUS.



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MMI3G+	2011 - 2017	SIRIUS	Single ESN for audio and traffic.	Customer paid to SIRIUS (1 year or 4 years free after retail sold).
MIB1	2015 - 2016	SIRIUSXM	Single ESN for audio and traffic.	Customer paid to SIRIUSXM (4 years free after retail sold).
MIB2	2017+	INRIX online	License on AUDI AG server and in MMI main unit.	Included with Audi connect data subscription.
MIB2	2017+	INRIX online	License on AUDI AG server and in MMI main unit (Can be seen in vehicle in the MMI license screen).	Included with Audi connect data subscription.

Production Solution

Not applicable.

Service

There are different diagnostic paths for each system. See the table below for system-specific troubleshooting information.

Audi MMI	Model Years	Traffic Provider	Diagnostic Path Suggestion	How to verify subscription
RNS-E	2005 - 2009	Not applicable.	Tell the customer that traffic is not supported with this system.	Not applicable.
RNS-E	2010 - 2015	TMC (FM RDS)	Using GFF, ensure that the coding and adaptation of the navigation radio unit is correct. Ensure that the part number of the radio navigation unit is correct for the USA.	No subscription is required. The information is transmitted over certain local FM stations using RDS (Radio Data System). If the FM stations are not transmitting the data or are having an issue, then the data will not be received by the vehicle. It's important to



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			<p>Check to see if the vehicle came from the factory with this system or if it was retrofitted.</p> <p>If possible, compare with like vehicle.</p>	<p>note that not all FM stations transmit RDS traffic information. Contact the local radio station or use an online database listing to find a supported station in your market (http://www.navteq.com/rdsttraffic/).</p>
MMI2G	2007 - 2010	SIRIUS	<p>Check MVB 06 in the satellite tuner (diagnostic address 0F) to ensure that the system is subscribed and activated.</p>	<p>Try sending a refresh signal to the vehicle using the SiriusXM dealer support website and/or try calling SiriusXM dealer support (see <i>Additional Information</i>, below).</p>
MMI3G	2009 - 2012	SIRIUS	<p>Check MVBs 11, 12, 13, and 14 in the radio unit (diagnostic address 56) to ensure that the traffic signal is being received and to verify the overall SDAR (Satellite Digital Audio Radio) system functionality.</p>	<p>Try sending a refresh signal to the vehicle using the SiriusXM dealer support website and/or try calling SiriusXM dealer support (see <i>Additional Information</i>, below).</p>
MMI3G+	2011 - 2017	SIRIUS	<p>Check MVBs 11, 12, 13, 14, and 15 in the radio unit (diagnostic address 56) to ensure that the traffic signal is being received and to verify the overall SDAR (Satellite Digital Audio Radio) system functionality.</p>	<p>Try sending a refresh signal to the vehicle using the SiriusXM dealer support website and/or try calling SiriusXM dealer support (see <i>Additional Information</i>, below).</p>
MIB1	2015 - 2016	SIRIUSXM	<p>Check MVBs using keyword search "SDARS" in the MMI main unit (diagnostic address 5F) to ensure that the traffic signal is being received and to verify the overall SDAR (Satellite Digital Audio Radio) system functionality.</p>	<p>Try sending a refresh signal to the vehicle using the SiriusXM dealer support website and/or try calling SiriusXM dealer support (see <i>Additional Information</i>, below).</p>
MIB2	2017+	INRIX online	<p>Ensure that the customer's SIM card is activated and has enough remaining data to provide traffic.</p>	<p>Use the Audi connect web portal to check subscription status using the 20-digit ICCID on the customer's SIM card</p>



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			<p>Check the customer's SIM card in a like vehicle and use a known good SIM card in the customer's vehicle.</p> <p>If everything fails, contact TAC before replacing the MMI main unit as there may be a license issue on the AUDI AG server.</p>	<p>(http://www.myaudiconnect.com) and/or call the Audi connect support line at 1-877-505-2834 and select option 1.</p>
MIB2	2017+	INRIX online	<p>These vehicles have embedded SIM cards inside the MMI main unit (address word 5F). Ensure that the customer is registered on the myAudi customer portal (http://my.audiusa.com) and has accepted the terms and conditions on the site for all services. Ensure other Audi connect services are working. If all Audi connect services are not working, then call the Audi connect support line at 1-877-505-2834 and select option 1. DO NOT SWAP THE MMI MAIN UNIT! If everything fails then contact TAC before replacing the MMI main unit because there could be a license issue on the AUDI AG server.</p>	<p>Use the Audi connect web portal to check subscription status using the VIN (http://www.myaudiconnect.com) and/or call the Audi connect support line at 1-877-505-2834 and select option 1.</p>

Warranty

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



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Additional Information

More information on this system can be found in the following resources:

- RDS Radio Station Providers URL: <http://www.navteq.com/rdstraffic/>
- SiriusXM coverage areas URL: <http://www.siriusxm.com/navtraffic/marketcoverage>
- SiriusXM refresh URL: https://mcare.siriusxm.com/?dealerrefresh=true#_frmDeeplinkRefresh
- SiriusXM dealer resource site: <http://www.siriusxmdealer.com/dealer-resources/audi>
- SiriusXM dealer support hotline: 1-800-852-9696

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2042013, *91 Audi connect online destination search, Google Earth navigation view, or INRIX online traffic is not available*

All parts and service references provided in this TSB (2042097) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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