

Technical Service Bulletin

PSS 91 Android Auto: Google Maps Navigation shows backwards direction of travel

91 17 17 2047294/1 March 23, 2017.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2017	All	MMI Radio plus

Condition

The customer owns a 2017 A3 with MMI Radio plus (PR code "7UH") and states that when using Android Auto Google Maps Navigation via the Audi Smartphone Interface, the direction of travel shown in the MMI screen appears to be backwards. The map arrow points in the wrong direction of travel and the system constantly attempts to calculate a new route and constantly shows a message of "Rerouting".



Figure 1. Google Maps shows "Rerouting"

Technical Background

Android Auto navigation uses the GPS data and other vehicle information provided by the MMI and does not use the phone's location based system. The GPS location information from the vehicle is correctly sent to the phone but the gyro (compass) information, gear selected (reverse or drive), and wheel speed are not being sent to the phone from the MMI. As a result the Google Maps defaults to the opposite direction of travel only when traveling forward. This is an issue with the MMI software and not the customer's phone.



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Production Solution

The improved MMI software will be introduced into series production starting with 2018 Model Year.

Service

1. Explain to the customer that a solution is forthcoming and that no repairs are necessary at this point. Do not replace any vehicle components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under App Links>>Service>>Pending Service Solutions (PSS)), or through the Technical Assistance page in Elsa.

Warranty

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

Additional Information

All parts and service references provided in this TSB (2047294) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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