Technical Service Bulletin

91 MMI3G+ Navigation not available; error message "Navigation data is invalid" (DTC 03623 and 03677)

91 17 59 2040579/4 November 10, 2017. Supersedes Technical Service Bulletin Group 91 number 16-50 dated June 24, 2016 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, A5 Cabriolet, A8, Q3, Q5, and Q7	2015 - 2016	All	MMI3G+ navigation

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
4	-	Revised *Warranty* (Added Claim Types) Revised *Required Parts and Tools* (Updated part number)
3	06/27/2016	Revised header data (Added model year 2016) Revised *Condition* (Added image) Revised *Service* (Completely revised from part replacement to software update) Revised *Warranty* (Completely revised) Revised *Required Parts and Tools* (Changed required parts)
2	06/10/2015	Revised header data (Added Q3)

- The error message "Navigation data is invalid" appears in the MMI (Figure 1) and the Navigation map cannot be accessed.
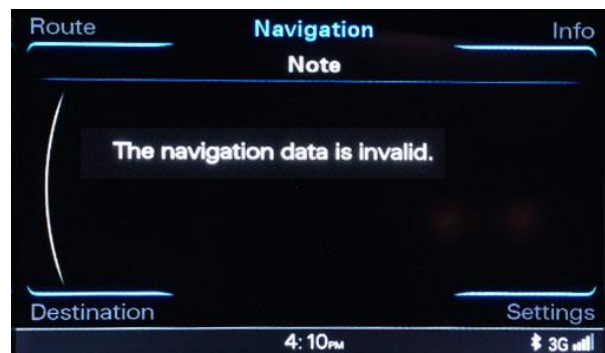

Figure 1. "The navigation data is invalid"

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Technical Background

During a certain production period, the software for the MMI was incorrectly configured. As a result, Navigation cannot be activated.

Production Solution

A software change for production vehicles was implemented starting calendar week 32/2015.

Service

1. Before proceeding, confirm that both of the following DTCs are present in the information electronics control module 1, J794 (address word 005F). If these DTCs are not present, this bulletin does not apply:

   - **DTC 03677** (Release code missing) - static

   - **DTC 03623** (Release code faulty) - static

   Tip: DTC 03676 may also be present, but it does not appear in all cases.

2. If both DTCs are present, update the software of the information electronics control module 1, J794 (address word 005F), according to TSB 2030465: *91 MMI 3G+ MMI inop; blank screen at startup; various technical issues (K0942 ZUG update; supersedes K0814 update)* with K0942.

   DO NOT replace any hardware for this concern.

3. If the error message is still present after the MMI software update is performed, use ODIS to perform the Guided Fault Finding Replacement test plan for the information electronics control module 1, J794 (address word 005F).

4. After all ODIS actions are completed, perform a quick verification check of all MMI functions.

   Tip: If the E380-MMI control panel displays flashing LED lights on any of the control panel buttons during this repair, first try performing a terminal 30 reset of the MMI by leaving the ignition on and disconnecting the large black square quad-lock connector from the MMI. Reconnect the connector then re-test. If the LED lights continue to flash, contact the Technical Assistance Center (TAC). This behavior can be due to mismatched software between some of the components of the MMI system (for example: the main unit is at K0814 and the control panel is at K0715) or it can be due to an incorrectly-configured MMI main unit (incorrect parameter data, coding, or adaptations).

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Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • 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		
Diagnostic Time:	GFF (For checking/clearing DTCs and SVM replacement test plan for 5F, if performed)	0150 0000	Time stated on diagnostic protocol (Max 100 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2040579/4		

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.

Required Parts and Tools

Part Number	Part Description	Quantity
8R0906961ES	MMI 3G+ Software Update (A6, A7, A8, and Q3)	1 per dealer (2 for A8 with RSE)
8R0906961FE	MMI 3G+ Software Update (A4, A5, Q5, and Q7)	1 per dealer

Additional Information

The following repair procedure(s) may be necessary to complete this procedure:

• TSB 2030465, *91 MMI 3G+ MMI inop; blank screen at startup; various technical issues (K0942 ZUG update; supersedes K0814 update).*

• TSB 2028141, *91 MMI3G/3G+ & RMC Generic instructions for updating software or navigation data for MMI3G/3G+.*

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All parts and service references provided in this TSB (2040579) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.