

Technical Service Bulletin

PSS 91 MIB3: Gas stations cannot be selected via the pop-up window

91 20 84 2060194/1 July 13, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2021	All	MIB3

Condition

Customer states:

- Gas stations cannot be selected via the automatic pop-up window.
- As the fuel level becomes low, an automatic pop-up window with the message "Refueling alert: your tank is nearly empty. Tap here to find gas stations in your area" appears.
- If the customer selects the pop-up window, no gas station POI along the route is shown (Figure 1).

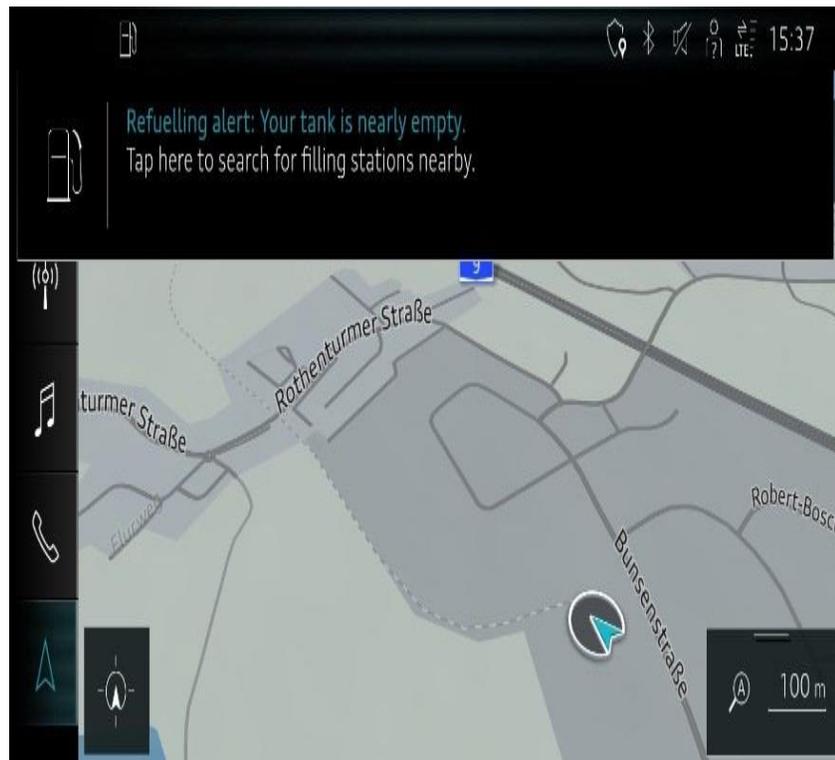
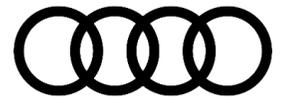


Figure 1. Blank pop-up window.

Technical Background

A software related problem causes this feature to be unavailable.



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Production Solution

An updated software is expected to be available by Q3/2021.

Service

1. Explain to the customer that a solution is forthcoming for 3rd quarter of 2021 and that no repairs are necessary at this point. Do not replace any 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 *Related Links* >> *Service*), or through the Technical Assistance page in Elsa.



Tip: As a workaround, the customer can either search for gas stations via the voice command "I need gas".

Or

Start the route guidance via the POI search.

Warranty

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

Additional Information

All part and service references provided in this TSB (2060194) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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