



Technical Service Bulletin

PSS 91 MHI2: satellite map setting is lost

91 20 90 2060346/1 August 3, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, Q7, and SQ7	2017 - 2019	All	MHI2
A3, A3 Cabriolet, A3 Sportback, A3 e-tron, S3, R8, TT, TTS, and TTRS	2017 - 2020	All	MHI2
A5, A5 Cabriolet, A5 Sportback, S5, RS5, RS5 Cabriolet, and S5 Sportback	2018 - 2019	All	MHI2
Q5, SQ5	2018 - 2020	All	MHI2

Condition

Customer states:

- The satellite map reverts back to 2D or 3D on startup of the MMI system.
- The satellite map can be manually re-enabled.



Tip: The customer must have an active Audi Connect account for Google Earth to work. Please verify the customer's account status before proceeding with this bulletin.

Technical Background

A software issue can cause the Satellite map to revert on startup.



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Production Solution

Not applicable.

Service

1. Explain to the customer that the issue is still under investigation and an expected release date therefore cannot be given at this time. 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.

Warranty

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

Additional Information

All part and service references provided in this TSB (2060346) 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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