



Technical Service Bulletin

91 MIB2 High: Google Earth map setting is lost

91 21 97 2053918/4 May 3, 2021. Supersedes Technical Service Bulletin Group 91 number 20-34 dated November 10, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
RS 5, RS 5 Cabriolet, and RS 5 Sportback	2018	900031 - 999999	MIB2 High
A5, A5, Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, Q5, and SQ5	2018	All	MIB2 High
A3, A3 Cabriolet, A4, A4 allroad, Q7, SQ7, S3, and S4	2017-2018	All	MIB2 High

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Service</i> (Updated SVM Code and SD Card) Revised <i>Required Parts and Tools</i> (Updated SD Card)
3	11/11/2020	Revised <i>Service</i> (Added info about applicability)
2	04/11/2019	Revised header (Corrected Elsa display issues)

Customer states:

- The Google Earth map reverts back to 2D or 3D. The Google Earth map has to be reactivated before every drive.



Technical Service Bulletin



Note:

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

The software needs to be updated. The optimized software will address a software bug causing the unit to lose its setting.

Production Solution

New software introduced into production.

Service

Required equipment:

- ODIS Tester.
- SVM code.
- MIB2 High Software update on SD Card (See *Required Parts and Tools* or Download the software from MirrorServer using the SD Creator Program).
- **Time to complete update:**
- Approximately 30-60 minutes (includes 20-50 minutes for the software update and 10 minutes for the SVM work).
- **Service work:**

Update the MIB2 High infotainment system using either Method 1 or Method 2 according to TSB 2047576: *91 MIB2 High Software Update Instructions (PR Code TUG)* and use SVM code indicated below:

Vehicle	SD Creator Part number	SVM code
A4, A5, Q5, and Q7	4M0 906 961 BN	MHI2QUS5087
A3	8V0906961AN	MHI2US5512

Method 1: Automated update using ODIS

Method 2: Manual update due to SVM code or Server issues



Technical Service Bulletin



Note:

This update is **not applicable** to MY18 A4, A5, Q5, and Q7 vehicles **produced in or after May 2018!**

Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9196		
Damage Code:	0039		
Labor Operations:	Software Update	0151 0000	According to TSB #2047576
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2053917/4		

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

Vehicle	SD Creator Part number	SVM code
A4, A5, Q5, and Q7	4M0906961BN	MHI2QUS5087
A3	8V0906961AN	MHI2US5512

Additional Information

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

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.



Technical Service Bulletin

- TSB 2047576, *91 MIB2 High Software Update Instructions (PR Code 7UG)*.

All part and service references provided in this TSB (2053917) 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.

©2021 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.