



Technical Service Bulletin

91 MIB3: the "Navigation" license was not purchased & Function on Demand troubleshooting

91 21 05 2061933/2 May 26, 2021. Supersedes Technical Service Bulletin Group 91 number 21-61 dated January 19, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, S4, and A4 allroad	2020 - 2023	All	FoD with preparation for the Navigation System
A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5 Cabriolet, RS 5 Sportback, Q5, SQ5, Q5 PHEV, Q5 Sportback, and SQ5 Sportback	2021 - 2023	All	FoD with preparation for the Navigation System

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title (Updated with the information change) Revised header (Updated vehicles and required equipment) Revised <i>Condition</i> (Updated photo) Revised <i>Technical Background</i> (Removed pending statement) Revised <i>Service</i> (Added Function on Demand (FoD))
1	01/19/2021	Initial publication

Customer states:

- The navigation system is inoperative.



Technical Service Bulletin

- The message “The ‘Navigation’ license was not purchased.” is displayed after clicking on the Navigation tile on the MMI screen (Figure 1).

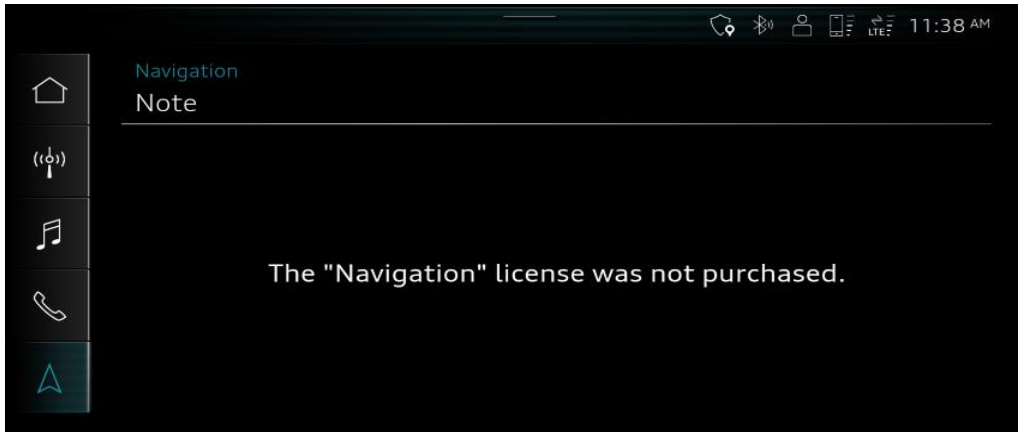


Figure 1. Example of the message.

Technical Background

Vehicles equipped with MIB3 support the “Function on Demand” (FoD) feature.

This enables the customers of certain vehicles (depending on the MIB3 software version) to purchase a license for certain features, including navigation, via myAudi.

Production Solution

Not applicable.

Service

If the vehicle is fitted with PR Code 7UZ (Preparation for Navigation System), this behavior is normal.

1. Do not perform any repairs. Any repairs for this concern will be denied.
2. Instruct the customer that this condition is normal.
3. As of May 2021, Function on Demand is available in the USA. Ask the customer to purchase the Navigation Plus function within the myAudi app under the “myAudi Marketplace” section.
4. Purchased services and functions will show up in the MMI under “Shop” (Figure 2).



Technical Service Bulletin

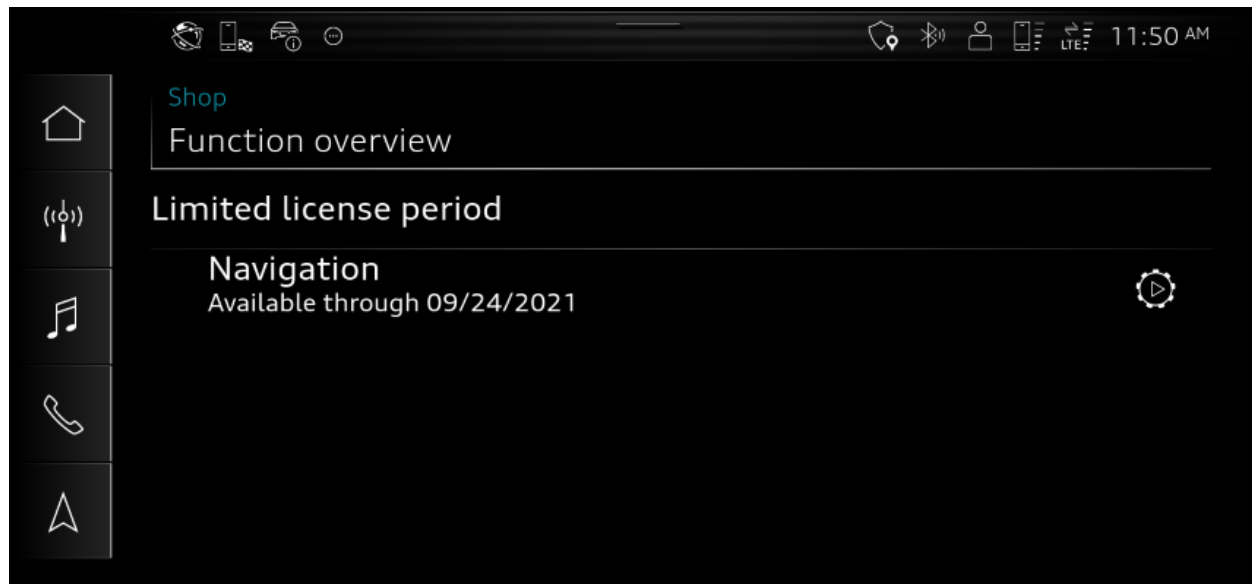


Figure 2. Audi Shop with Navigation Purchased.

Troubleshooting FoD Purchases:

Scenario 1: The customer sees the message of “No products currently available.”

One of the following conditions may apply:

- The vehicle does not have PR Code 7UZ.
- The Navigation Plus package has already been purchased.
- The retail delivery date is not set in the Audi connect backend server. Open a ticket to Audi connect Technical Support using <http://audi.zendesk.com/>

Scenario 2: The customer sees the message “Store unreachable.”

One of the following conditions may apply:

- The customer’s account profile is missing information. Check the customer’s account information (name, mailing address, birth date, and phone number) using the myAudi: *Profile icon (lower right) >> Account settings >> Edit profile*. Any missing information will prevent the myAudi marketplace from loading.
- The customer has not added any payment information into their myAudi account. This can be accessed in the myAudi app: *Profile icon (lower right) >> Account settings >> Payment information*.
- The myAudi marketplace server is having technical issues. The solution is to close the marketplace page and try to access the marketplace again. If the issue persists then try the marketplace later in the day.



Technical Service Bulletin

Warranty

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

Additional Information

All part and service references provided in this TSB (2061933) 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.