



Technical Service Bulletin

91 Google Earth is greyed out or does not function in the MMI with a warning, "The subscription has expired"

91 21 07 2060681/3 June 16, 2021. Supersedes Technical Service Bulletin Group 91 number 20-41 dated December 1, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5 Sportback, S5 Sportback, and SQ5	2018	All	MIB2
A3, A3 Cabriolet, S3, A3 Sportback, A3 e-tron, A4, A4 allroad, S4, A5, A5 Cabriolet, S5, S5 Cabriolet, Q3, Q5, and SQ7	2017 - 2018	All	MIB2
A6, S6, A7, S7, RS6, RS7, A8, S8, Q7, R8, TT, TTS, and TTRS	2016 - 2018	All	MIB2
RS 5, RS 5 Cabriolet, and RS 5 Sportback	2019	All	MIB2

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added MY19 RS 5) Revised <i>Service</i> (Updated SVM table for MY19 RS 5)
2	12/01/2020	Revised <i>Condition</i> (Added Customer Statement) Revised <i>Service</i> (Updated Service steps and clarified)



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1	10/22/2020	Initial publication
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Customer states:

- The Google Earth option in the MMI is greyed out (Figure 1), or there is an error when starting the service that states, "The subscription has expired."
- The customer must have an active Audi connect PRIME subscription (check: www.myaudiconnect.com).

Or

- The customer received a letter from Audi indicating an MMI software upgrade "might" be possible.



Figure 1. Google Earth is greyed out.

Technical Background

The Google Earth navigation map view is a separate online service that provides an overlay of satellite imagery to the standard navigation map data (the standard map data is locally stored in the MMI's memory). The Google Earth service was retired at the end of the calendar year 2020. In its place, a new service provided by HERE has been activated to provide the same technical product of satellite imagery for the navigation map.

Production Solution

New MIB MMI software was introduced into production for some models in model year 2019.

Service

The customer letter was sent out to all customers with a vehicle that had the affected MMI software. However, not all vehicles will have MMI hardware that is able to be upgraded to the new maps service. Be aware that in these cases, even if a software update is performed, the Satellite Maps feature will not be upgraded to the new service.

The dealer's responsibility is first to check to ensure that the customer has an active Audi connect PRIME subscription. This customer concern can normally exist when the vehicle does not have an active PRIME subscription. If this repair is performed without the vehicle having an active PRIME subscription or without Audi's letter, then a warranty claim cannot be submitted. It is possible that a customer received the letter and has asked for the software update to be performed after they have let their Audi connect Prime subscription expire. If no letter was received, the customer must have an active Audi connect Prime subscription at the time of the repair (the customer can subscribe if the service is expired).



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How to check for an active PRIME subscription:

Option 1: With a dealer account, log into www.myAudiconnect.com (Audi connect subscription portal) and put the customer's VIN in "Manage" to view the customer's account. If the VIN does not show, two conditions can exist. Either a 6-Month Trial was never started for the vehicle, or the vehicle was purchased from a different dealer and is not viewable in the subscription portal for your dealer account. If the vehicle was purchased from a different dealer, call the Audi connect subscription hotline to ask for assistance in verifying that the customer has an active subscription: 888-545-9434.

Option 2: In the MMI, select "Audi connect" and verify if the Weather and News services are working. If they function, then the PRIME services are active.

Option 3: Add the customer's VIN into the myAudi app using your account. To view the subscription, navigate in the app to *User Profile (person icon in the lower right of the app)* >> *Account Settings* >> *Subscriptions*. You can then select the VIN and see the PRIME subscription status.

How to determine Software Update Compatibility:

Not all Audi models will receive the ability to use the new Satellite Imagery service provided by HERE. All Audi models starting with Model Year 2019 (except for MY19 RS 5) with the MIB2 or MIB2+ system support the new Satellite Imagery service by default from the factory. Certain MY17-18 models with MIB2 can be updated with MMI software to support the new service.

The following models do NOT support the new service with no service software planned:

- All models with MMI3G+ Navigation (MY12-MY19).
- MY15-16 A3 (MIB1 Navigation all software levels).
- MY16-18 A6 and A7 (MIB2 High Navigation all software levels).
- MY16-17 TT and R8 (MIB2 High Navigation with Cluster 4-5)*.
- MY17 A4, A5, and Q7 (MIB2 High Navigation and Cluster 4-6)*.
- MY18 A4, A5, Q5, and Q7 (Built on or after May 1, 2018) with software version equal to 1320.
- MY18 A3 (Built on or after May 1, 2018) with software version equal to 1368.
- MY19 RS 5's built before CW01/19 with software version 1320. (Check MMI software level against the table below because some vehicles built during this time are compatible after the software update).

*Some Model Year 2017 TT and R8 vehicles support the software update with Cluster 6 MMI software. Additionally, some Model Year 2017 A4, A5, Q5, and Q7 vehicles built after CW45/16 came with Cluster 7 from the factory and can support the software update (see below). It is important to note that all models with Cluster 6 MMI software do not support the software update (see table below).

The following models can support the new service after an MMI software update:

- MY17 A3, TT, and R8 with MIB2 High Navigation and Cluster 6-8 MMI software.
- MY18 A3, TT, and R8 all with MIB2 High Navigation.
- MY17 A4, A5, and Q7 with MIB2 High Navigation and Cluster 7-8 MMI software.



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- MY18 A4, A5, Q5, and Q7 all with MIB2 High Navigation and with software less than version 1320.

The following models have the new service by default with the factory-installed MMI software (No update required):

- MY19 A4, A5 (including RS 5), Q5, and Q7 all with MIB2 High Navigation and with software version 1316.

Software Compatibility Table:

Using the information in the MMI settings under "Version Information" in the vehicle, you can view the software train and software version currently installed in the customer's vehicle.

Vehicle	Cluster Version	Software Train	Software Version	Production Release Date	SW Update Capable?
A3/TT	6	P3254	694	22/16	NO
A3/TT	7	P3319	906	45/16	YES
A3/TT	8	P4163	1110	22/17	YES
A3/TT	8	P4219	1196	30/17	YES
A3	8	P4263	1368	18/18	NO
A4/A5/Q5/Q7	6	P3252	692	22/16	NO
A4/A5/Q5/Q7	4	P2149	443	35/16	NO
A4/A5/Q5/Q7	4	K2153	888	45/16	NO
A4/A5/Q5/Q7	7	P3639	918	45/16	YES
A4/A5/Q5/Q7	8	P4171	1118	22/17	YES
A4/A5/Q5/Q7	8	P4213	1178	30/17	YES
A4/A5/Q5/Q7	8	P4246	1320	18/18	NO
A4/A5/Q5/Q7	10	P5087*	1316	CW01/19	N/A
A6/A7	4	P0536	387	45/15	NO
A6/A7	6	P3237	671	22/16	NO
A6/A7	4	K0539	901	39/16	NO
A6/A7	6	P3317	902	45/16	NO



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A6/A7	6	K3324	925	48/16	NO
A6/A7	6	P3327	980	22/17	NO
R8	6	P3256	696	22/16	NO
R8	7	P3320	907	45/16	YES
R8	8	P4209	1174	22/17	YES
R8	8	P4262	1364	18/18	YES

*No update required for P5087 software with version 1316. This software version supports the new satellite imagery service by default.

How to determine which Software Update should be applied for a compatible MMI:

- For A3, A4, A5, Q5, and Q7, please see TSB 2055591: *91 MIB2 High: infotainment system sporadically reboots* to update the MMI software.
- For TT & R8, please see TSB 2060264: *91 Audi Smartphone Interface (ASI): Apple CarPlay or Android Auto display screen intermittently goes blank in FPK* to update the MMI software.

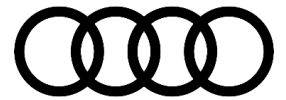


Note:

To verify that the service has changed in the MMI after the software update, check the MMI navigation map setting and ensure it has changed from "Google Earth" to "Satellite Imagery." If the map setting still shows "Google Earth," then the software update was not successful in changing the satellite map's service to HERE's new service. If this occurs, the software will address other customer complaints outlined in the MMI software update TSB but will not affect the Google Earth service.

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:	For TT and R8 with an Active Audi connect PRIME Subscription:		
	Software Update (Includes checking for DTCs)	0151 0000	See TSB #2060264
	For A3, A4, A5, Q5, and Q7 with an Active Audi connect PRIME Subscription:		



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	Software Update (Includes checking for DTCs)	0151 0000	See TSB #2055591
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 #2060681/3		

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.

Additional Information

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

- TSB 2055591, *91 MIB2 High: infotainment system sporadically reboots.*
- TSB 2060264, *91 Audi Smartphone Interface (ASI): Apple CarPlay or Android Auto display screen intermittently goes blank in FPK.*

All part and service references provided in this TSB (2060681) 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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