

Technical Service Bulletin

Topic	91 Service info: MIB3 - home address, work address and favorites are deleted
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077148/1
Level	EH
Status	Released for publishing
Release date	Mar 6, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> navigation mode -> select destination from memory -> select destination from destination memory	functionality -> cannot be selected	
information, navigation, communication, entertainment -> navigation mode -> select destination from memory	functionality -> self-adjusting	
information, navigation, communication, entertainment -> navigation mode -> select destination from memory	functionality -> cannot be selected	
information, navigation, communication, entertainment -> navigation mode -> select destination from memory	functionality -> no function	
information, navigation, communication, entertainment -> navigation mode -> manage destination memory -> destination in destination memory	functionality -> deletes autonomously	

Vehicle data

MIB3 CI35'&CI37&CI39

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4A*	2021	A		*	*	*
4A*	2022	A		*	*	*
4A*	2023	A		*	*	*
4A*	2024	A		*	*	*
4A*	2025	A		*	*	*
4K*	2021	A		*	*	*
4K*	2022	A		*	*	*
4K*	2023	A		*	*	*
4K*	2024	A		*	*	*
4K*	2025	A		*	*	*
4M*	2021	A		*	*	*
4M*	2022	A		*	*	*

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4M*	2023	A		*	*	*
4M*	2024	A		*	*	*
4M*	2025	A		*	*	*
4N*	2021	A		*	*	*
4N*	2022	A		*	*	*
4N*	2023	A		*	*	*
4N*	2024	A		*	*	*
4N*	2025	A		*	*	*
8W*	2020	A		*	*	*
8W*	2021	A		*	*	*
8W*	2022	A		*	*	*
8W*	2023	A		*	*	*
8W*	2024	A		*	*	*
8W*	2025	A		*	*	*
8Y*	2022	A		*	*	*
8Y*	2023	A		*	*	*
8Y*	2024	A		*	*	*
8Y*	2025	A		*	*	*
F3*	2022	A		*	*	*
F3*	2023	A		*	*	*
F3*	2024	A		*	*	*
F3*	2025	A		*	*	*
F4*	2022	A		*	*	*
F4*	2023	A		*	*	*
F4*	2024	A		*	*	*
F4*	2025	A		*	*	*
F5*	2020	A		*	*	*
F5*	2021	A		*	*	*
F5*	2022	A		*	*	*
F5*	2023	A		*	*	*
F5*	2024	A		*	*	*
F5*	2025	A		*	*	*
F8*	2022	A		*	*	*
F8*	2023	A		*	*	*
F8*	2024	A		*	*	*
F8*	2025	A		*	*	*
FY*	2021	A		*	*	*
FY*	2022	A		*	*	*
FY*	2023	A		*	*	*
FY*	2024	A		*	*	*
FY*	2025	A		*	*	*

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
GE*	2021	A		*	*	*
GE*	2022	A		*	*	*
GE*	2023	A		*	*	*
GE*	2024	A		*	*	*
GE*	2025	A		*	*	*

PR numbers

PR numbers
?:with IT3

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
005F - Information electronics 1	*	39**	*	*
005F - Information electronics 1	*	38**	*	*
005F - Information electronics 1	*	43**	*	*
005F - Information electronics 1	*	40**	*	*

Documents

Document name
master.xml
mib3_infotainment_navi-ziele_v5_deu.pdf
mib3_infotainment_navi-ziele_tpi_translation_de_eng.pptx



Connection offline

Technical Service Bulletin

Transaction No.: **2077148/1**

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Release date: Mar 6, 2025

Condition

Customer states:

On the MIB3 navigation system, the saved addresses (home address, business address, last destinations and favorites) are deleted from time to time.

When the complaint occurs, the functionality of the shortcuts on the air conditioning display is also restricted (if a separate air conditioning display is installed in the vehicle).

The destinations are also no longer shown in the myAudi app.

Workshop findings:

The complaint occurs irregularly and may not be possible to reproduce in the workshop, or only with difficulty. The destinations given above are no longer saved after the system is restarted.

Technical Background

In the Audi MMI navigation system, a distinction is made between:

- Standard destinations: saved in the Audi navigation database (offline).
- Google destinations: provided by Google (online).

Google destinations that are saved in the MMI are lost occasionally due to synchronization discrepancies between Audi and Google servers. We therefore currently recommend that only standard destinations are saved (manually by entering them on the MMI without activating the Google search via the "G").

Google destinations are either:

- sent to the vehicle via the myAudi app (marked as "Places powered by Google").

or

- found via the Google destination search on the MMI (to do this, the Google search must be activated via the "G"; the "G" is displayed in color when the function is active).

Google destinations can be identified in all storage locations (last destinations, favorites, shortcuts, or received destinations and tours) based on the fact that a star rating or the text "powered by Google" is displayed.

A detailed description can be found in the attached document.

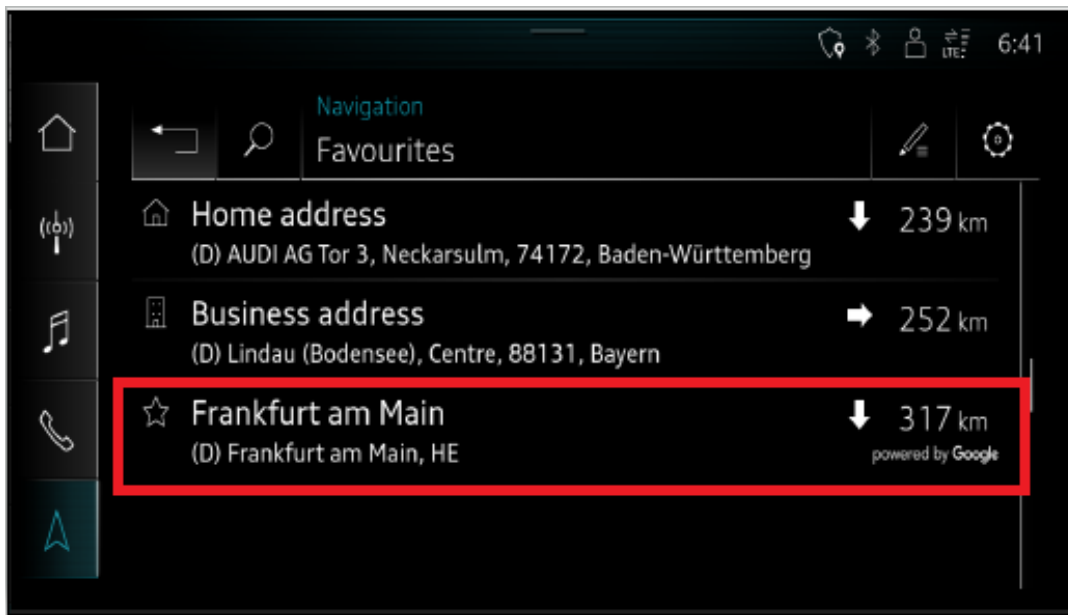


Figure 1. Google destination highlighted in red.

Production Solution

Not applicable.

Service

Please explain the situation described in the *Technical Background* to the customer.

They should make sure they only save standard destinations.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2077148**) 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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