

## Technical Service Bulletin

<b>Topic</b>	91 Automatic online map update (OTA - over the air) - various complaints
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2077204/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Mar 11, 2025

### New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> software update -> database navigation (online) software update	functionality -> does not start	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> software update -> database navigation (online) software update	functionality -> stopped	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> software update -> database navigation (online) software update	control modules, services -> error message	

### New workshop code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> software update -> database navigation (online) software update	functionality -> stopped	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> software update -> database navigation (online) software update	control modules, services -> error message	
information, navigation, communication, entertainment -> radio, navigation, MMI and drive device functions -> software update -> database navigation (online) software update	functionality -> does not start	

## Vehicle data

### MIB2+ MLB Vehicles: A6, A7, A8, Q7, Q8, e-tron

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4A*	2019	A		*	*	*
4A*	2020	A		*	*	*
4K*	2019	A		*	*	*
4K*	2020	A		*	*	*

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4M*	2019	A		*	*	*
4M*	2020	A		*	*	*
4N*	2018	A		*	*	*
4N*	2019	A		*	*	*
4N*	2020	A		*	*	*
GE*	2019	A		*	*	*
GE*	2020	A		*	*	*

#### PR numbers

PR numbers
?:with I8T ?::and ?::with EL3
?:or ?::with I8V ?::and ?::with EL3

## MIB3 MLB Q7, Q8, A6, A7, A8, e-tron, etronGT

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4A*	2020	A		*	*	*
4A*	2021	A		*	*	*
4A*	2022	A		*	*	*
4A*	2023	A		*	*	*
4A*	2024	A		*	*	*
4A*	2025	A		*	*	*
4K*	2020	A		*	*	*
4K*	2021	A		*	*	*
4K*	2022	A		*	*	*
4K*	2023	A		*	*	*
4K*	2024	A		*	*	*
4K*	2025	A		*	*	*
4M*	2021	A		*	*	*
4M*	2022	A		*	*	*
4M*	2023	A		*	*	*
4M*	2024	A		*	*	*
4M*	2025	A		*	*	*
4N*	2021	A		*	*	*
4N*	2022	A		*	*	*
4N*	2023	A		*	*	*
4N*	2024	A		*	*	*
4N*	2025	A		*	*	*
F8*	2022	A		*	*	*
F8*	2023	A		*	*	*
GE*	2021	A		*	*	*

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

#### PR numbers

PR numbers
? :with IT3
? :or ? :with IT4
? :or ? :with JE3

## MIB3 MQB: A3, Q3, Q4etron

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8Y*	2022	A		*	*	*
8Y*	2023	A		*	*	*
8Y*	2024	A		*	*	*
8Y*	2025	A		*	*	*
F3*	2021	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		*	*	*

#### PR numbers

PR numbers
? :with EL3 ? :and ? :without I8H ? :and ? :without I8L
? :or ? :with EL5 ? :and ? :without I8H ? :and ? :without I8L
? :or ? :with JE3 ? :and ? :without I8H ? :and ? :without I8L

## MIB3 MLB: A4, A5, Q5

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8W*	2020	A		*	*	*
8W*	2021	A		*	*	*
8W*	2022	A		*	*	*
8W*	2023	A		*	*	*
8W*	2024	A		*	*	*

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8W*	2025	A		*	*	*
F5*	2021	A		*	*	*
F5*	2022	A		*	*	*
F5*	2023	A		*	*	*
F5*	2024	A		*	*	*
F5*	2025	A		*	*	*
FY*	2020	A		*	*	*
FY*	2021	A		*	*	*
FY*	2022	A		*	*	*
FY*	2023	A		*	*	*
FY*	2024	A		*	*	*
FY*	2025	A		*	*	*

#### PR numbers

PR numbers
?:with GP1

## MIB2+ MQB Q3

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F3*	2019	A		*	*	*
F3*	2020	A		*	*	*
F3*	2021	A		*	*	*

#### PR numbers

PR numbers
?:with I8T ?:and ??:with EL3

## Documents

Document name
<a href="#">master.xml</a>
<a href="#">attachment1.gif</a>

## Condition

### Customer states:

Various complaints relating to the automatic online map update over the air:

1. Automatic online map update (OTA) not offered.
2. Automatic online map update (OTA) stops/freezes.
3. Automatic online map update (OTA) aborted, and error message displayed.

## Technical Background

General information about automatic online map update over the air (OTA):

This function must be activated manually on the MMI (HOME > Settings > System maintenance).



**No message is shown under “Software update” on the MMI to indicate whether a new OTA map update is available as the map updates run automatically. The online map update starts automatically; the top status bar on the MMI display shows a car symbol with download arrows. Information on the update status is shown during installation. The update runs in the background (even if route guidance is active); a confirmation is displayed once installation is complete.**

### MIB3 with 7UG with I8Y or I8Z or GP1 or Q7 and Q8 from MY 2023 without PR number

Monthly map update (not always on the same day each month) if changes are available for the region that the vehicle is driven in. After approx. 10% of a journey which is actively using route guidance, one or more updates are initiated for the destination region as well as for any transit regions being driven through if there are changes to the relevant regions' map data which have not yet been installed in the vehicle.

### MIB2+ (7UG with I8T, except Q3 with I8V)

One automatic online map update per quarter.

The automatic online map update is triggered for the (home) region in which the vehicle is usually driven after 20 stationary periods (bus sleep cycles). The map update works in up to 5 regions in which the vehicle is frequently driven in accordance with the above principle.

## Production Solution

Not applicable.

## Service

If there is no appropriate TSB for a particular complaint, please always check the conditions/settings in points 1 to 5 first as they may solve the customer's problem.

### Steps:

1. Have the requirements for an automatic map update been met (refer to “Technical background”)?

2. Check whether the automatic map update is activated in the MMI (this can be done by the customer) -> MIB2+/MIB3: Menu > Settings > System maintenance > Automatic online map update.
3. Check whether all privacy settings are deactivated (this can be done by the customer).
4. Check whether the license for the connect package is active.
5. Restore the factory settings for "Online updates" (MIB2+ only) or "All" under MMI HOME > Settings > System maintenance > Restore factory settings (this can be done by the customer).
6. (MIB3 only) Check whether entry "B126CF0" is logged in the event memory of control unit J794. If it is logged, continue with step 13. Otherwise, continue with step 7.
7. If the **automatic map update is still not offered** after completing step 6, continue with step 10.
8. If a **map update has stopped part way through** (symbol in top status bar) and not finished, deactivate the online map update temporarily (HOME > Settings > System maintenance), switch the vehicle off and on again and lock and unlock it.
9. After you have switched the vehicle on again and the MMI has fully initialized, press and hold the top right corner of the display (where the time is shown) with two fingers to enter the red engineering menu. Use the volume control on the center console to navigate through the menu and leave it again immediately via "Reboot to the normal mode" and "Quick". The MMI will restart in normal mode. (This step erases a map update which has frozen in the system.)
10. Once the system has fully initialized, leave and lock the vehicle and wait for 1 hour while it is in bus sleep mode. Then activate the automatic online map update (if deactivated previously). An online map update should be offered again soon and installed automatically.
11. If steps 1 to 10 do not fix the problem, perform a terminal 30 reset directly on the control unit for information electronics. To do so, remove the fuse for the control unit J794 (5F) and wait for at least 30 minutes.
12. Start the MMI and wait until all systems are fully initialized. Then restore the MMI to the factory settings for "Online updates" (MIB2+) or "All" and leave the vehicle parked for at least 1 hour (bus sleep mode). Then put vehicle back into operation and reassess the complaint.
13. If the measures performed so far still have not solved the problem, a corrupt hard drive partition may be the cause. Control unit for information electronics 5F **does not** have to be replaced. Perform the repair according to the instructions in TSB 2062115 (MIB3) or TSB 2073866 (MIB2+) with or without the DTC B126CF0. -> Download the latest navigation map package from myAudi (web portal or generate a download link in the myAudi app) in preparation before erasing the data or use an existing medium that contains a recently downloaded, unzipped, up-to-date map package for the relevant MIB generation (MIB3 or MIB2+).

After the TSB specified has been performed and the online map update has been activated, the updates should then run again at regular intervals.

Please only submit TAC or DBS tickets if you have performed **all** steps described and one of the complaints described at the start of this TSB persists.



**For MIB3 and MIB2+ vehicles:**

**You can add the customer's vehicle or another (demonstration) vehicle with an identical MMI generation in your myAudi account and download the navigation data in the web portal or by generating a download link in the myAudi app. You should then delete the vehicle from your account.**

**As the MIB3 data and MIB2+ data are the same for all vehicles with the respective system, they can be reused until there are new data on myAudi or ETKA (issued every six months in approximately weeks 25 and 18).**

**The navigation data from myAudi for a map update can usually be installed without deleting anything if the data are newer than those stored in the MMI. We can only recommend this for the MIB2+ generation, as on**

the MIB3 generation the regions that the vehicle is driven in are updated to a newer version via the online update when route guidance is active.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number / Damage Code:</b>	9107 / A339	No <b>online map update</b> is offered in the vehicle.	For work performed on vehicle due to issue not caused by vehicle technology
	9196 / A339	No <b>online map update</b> is offered in the vehicle.	The issue is caused by the information electronics (diagnostic address 005F).
	9107 / A439	An <b>online map update</b> was started but is cancelled or shows an error message.	For work performed on vehicle due to issue not caused by vehicle technology
<b>Labor Operations:</b>	Check display and operating unit control unit (remove fuse)	9196 0199	20 TU
	Program display and operating unit control unit	9196 2599	20 TU
	Check and adjust display and operating unit control unit	9196 0599	10 TU
	GFF	0150 0060	Time stated on the diagnostic protocol
	Charge battery	2706 8950	See SRT with associated operations
<b>Claim Comment:</b>	As per TSB 2077204/1		

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

Tool Number	Tool Description
N/A (locally sourced)	USB Flash Drive, 32GB or larger
VAS 6160/VAS 6150	VAS tester with the current version of ODIS (Windows 10)

## Additional Information

All part and service references provided in this TSB (**2077204**) 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.

©2025 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.