



# Technical Service Bulletin

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

91 20 23 2060681/1 October 22, 2020.

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, RS5, RS5 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

## Condition

### 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](http://www.myaudiconnect.com)).

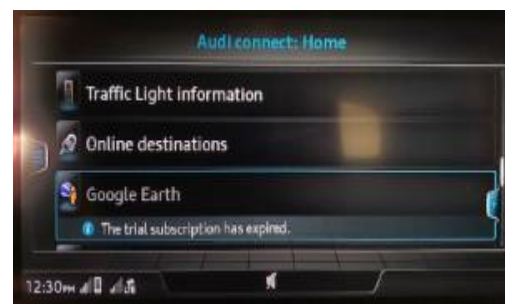


Figure 1. Google Earth is greyed out.



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## 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 is planned to be 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 in the model year 2019.

## Service

It is the dealer's responsibility to first check to ensure that the customer has an active Audi connect PRIME subscription. This customer concern can exist normally when the vehicle does not have an active PRIME subscription. If this repair is performed without the vehicle having an active PRIME subscription, then a warranty claim cannot be submitted.

### How to check for an active PRIME subscription:

**Option 1:** With a dealer account, log into [www.myAudiconnect.com](http://www.myAudiconnect.com) and put the customer's VIN in "Manage" to view the customer's account. If the vehicle was purchased by a different dealer, then it is possible you may not be able to view this customer's account. In this case, call the Audi connect subscription hotline at: 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, and under *User Profile (person icon in lower right of 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 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)\*.



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- 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.

\*Some Model Year 2017 TT & R8 vehicles support the software update with Cluster 6 MMI software. Additionally, some Model Year 2017 A4, A5, Q5, & 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 A4, A5, and Q7 models do not support the software update with Cluster 6 MMI software, but TT, R8, and A3 models do support it (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.
- MY18 A4, A5, Q5, and Q7 all with MIB2 High Navigation and with software less than version 1320.

For A3, A4, A5, Q5, and Q7, please see TSB 2055591: *91 MIB2 High: infotainment system sporadically reboots* to update the MMI software to Cluster 10.

For TT & R8, please see TSB 2060264: *91 Audi Smartphone Interface (ASI): Apple CarPlay or Android Auto display screen intermittently goes blank in FPK*.



### Note:

In order to verify that the service has changed in the MMI after the software update, check the navigation map setting in the MMI 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 the new service provided by HERE.

## Software Compatibility Table:

Using the information in the MMI settings under "Version Information" in the vehicle, you can read out 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



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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
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
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

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered Vehicles – Verify Owner.</li> <li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>
<b>Service Number:</b>	9196
<b>Damage Code:</b>	0039
<b>Labor Operations:</b>	<b>For TT &amp; R8 with an Active Audi connect PRIME Subscription:</b>



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	Software Update (Includes checking for DTCs)	0151 0000	See TSB #2060264
	<b>For A3, A4, A5, Q5, &amp; Q7 with an Active Audi connect PRIME Subscription:</b>		
	Software Update (Includes checking for DTCs)	0151 0000	See TSB #2055591
<b>Diagnostic Time:</b>	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
<b>Claim Comment:</b>	As per TSB #2060681/1		

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.

## 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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