

Cory Hobson

From: Audi Communications <audicomms@audi.com>
Sent: Friday, October 2, 2020 3:30 AM
To: Cory Hobson
Subject: Dealer Communication: Google discontinuing Google Earth for Gen 1 and select Gen 2 vehicles



Dealer Communication

To: GM, CPO, F&I, Sales, Service, Warranty
From: Audi Connect

Google discontinuing Google Earth for Gen 1 and select Gen 2 vehicles

Effective December 31st, Google will be shutting down the web service responsible for Audi connect's satellite imagery in all Gen 1 vehicles and select Gen 2 vehicles. All other Audi connect services that utilize Google's services such as point-of-interest search and natural voice recognition will remain fully operational. In order to prevent service continuity issues, any PRIME subscription purchased for a vehicle affected by this turn-down will not include Google Earth licenses starting from September 1, 2020.

Select Gen 2 vehicles are eligible for an MMI software update that will allow drivers to retain their vehicle's satellite imagery. The update will need to be performed at the dealership and is estimated to take between 1 and 2 hours. More information on this update can be found in [TSB2060681/1](#). The update will be covered as part of the vehicle's warranty. For all Gen 1 Audi Connect equipped vehicles and certain Gen 2 vehicles, there is no upgrade path and Google Earth map overlays will no longer function as of December 31st, or for Prime subscriptions purchased after September 1, 2020.

Customers will be notified and invited to schedule a service appointment if their vehicle is eligible. For customers with further questions or concerns, please direct them to call Audi's Customer Experience Center at 1-800-822-AUDI.

FAQs:

Q: Why is this happening?

A: Technology changes, and Google Earth is moving to a technology that the hardware in some legacy vehicles are not equipped to handle.

Q: I still don't understand why this is happening.

A: Audi vehicles were manufactured to support Google Earth, but Google Earth is moving to a new software update that the hardware in older vehicles will no longer be compatible with. Audi has taken steps to manufacture hardware that is compatible with the new technology in MY19 and newer vehicles.

Q: What is the fix?

A: Select vehicles are eligible for an MMI software update that allows the vehicle to keep Google Earth imagery. More information on vehicle eligibility can be found in [TSB2060681/1](#).

Q: Why can't I buy new hardware to run the new Google Earth software?

A: There is no new hardware available at this time.

Q: Can I contact Google?

A: Audi manages the relationship with Google and there is no dedicated support line for Google Earth vehicle integration.

Q: What happens after my Google Earth goes away?

A: Your vehicle will no longer be able to receive Google Earth images on your navigation screen but the 2D/3D standard map and 2D/3D navigation will function as normal.

Q: When will Google Earth stop working?

A: December 31, 2020. Any PRIME subscriptions purchased after 9/1/20 will not include Google Earth for affected vehicles.

Q: Does this mean Google Voice will stop working?

A: Google Voice will not be affected and will remain available.

Q: Will my Audi connect subscription cost go down?

A:

- **Gen 1:** The Audi connect subscription data plan cost will not go down.
- **Gen 2:** At this time there are no plans to reduce the Audi connect PRIME subscription cost for affected customers. Google Earth is one of 30+ features of Audi connect PRIME that are still available and functional.

Q: Why should I continue to subscribe to Audi connect?

A:

- **Gen 1:** You can enjoy a number of other Audi connect features in your data plan such as Wi-Fi for passenger use, real time traffic updates, internet radio, parking, fuel, and weather updates.
- **Gen 2:** There are a number of premium infotainment services associated with Connect PRIME such as sending destinations to your vehicle via myAudi, traffic updates, and remote management services. Additionally your vehicle can have Wi-Fi in the PLUS package, for which a PRIME subscription is required.

For more dealer communications, visit the [Communications](#) page on iAudi.

Audi of America | 2200 Ferdinand Porsche Drive, Herndon, VA 20171

Unsubscribe_chobson@findlayauto.com

[Update Profile](#) | [About our service provider](#)

Sent by audicommunications@audi.com

CAUTION: This email originated from outside of Findlay Auto. Do not click links or open attachments unless you recognize the sender and know the content is safe.