

Technical Service Bulletin

91 Audi connect GEN2: Vehicle Code Entry Fails for Key User Setup or RLU, Veh. Status, Warning Messages Fail to Update

91 16 79 2045540/1 October 5, 2016.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, Q7	2016 - 2019	All	With Audi connect

Condition

The customer complains of one of the following conditions:

- The customer sees the warning message “There is currently no user list available” (Figure 1) when accessing the Audi connect user management screen in the MMI and cannot enter the vehicle code to become key user.

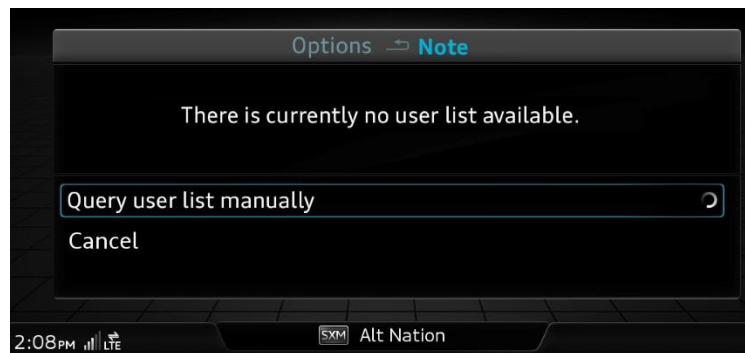


Figure 1. Warning message.

- The Remote Lock/Unlock (RLU), Alerts, vehicle status, or warning messages cannot be refreshed in the MMI connect app nor through the myAudi web portal.

Technical Background

The connected data bus diagnostic interface (J533) (address word 19), or connected gateway, needs the following requirements to be true before allowing the Key User setup with the vehicle code entry:

- The MMI must have a good GPS reception because the time provided by the GPS signal is used by the connected gateway when it syncs to the Audi connect server.
- The connected gateway must have a good signal strength to the mobile data network. This can be verified by looking at the LTE strength in the MMI. The connected gateway has its own telephone module, embedded SIM, and antenna. The MMI signal strength can be used as a reference only.



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If all of these are true and the customer experiences the conditions listed above, and there is no open campaigns, then proceed with the repair. If there are open campaigns, then complete the software updates provided in the open campaigns, specifically the 64E1 – Software Update package, because a gateway software update is included in this update.

The customer complaint is created when the connected gateway logs off the mobile data network due to a known software concern. When this occurs, the connected gateway cannot communicate with the Audi connect backend server (MBB) despite the car being parked in an area where the mobile data network provides a strong signal. This can be a static condition that does not change when cycling the ignition nor when allowing the vehicle to go through a sleep cycle.

Production Solution

Optimized software for the connected data bus diagnostic interface (J533) (address word 19) was introduced into production starting with vehicles produced in July 2016.

Service

Overview of Repair:

The connected gateway will need to be reset and the customer's vehicle code and myAudi user name will need to be used to setup the Key User if the customer is not already Key User. Replacing the connected data bus diagnostic interface (J533) (address word 19) will not resolve the condition. Service software is being prepared.

Required equipment:

- Socket wrench to disconnect battery cable from battery.
- Customer's vehicle code (F-PIN).
- Customer's myAudi user name (email address used when registering for myAudi).
- Customer's myAudi password (if testing MMI connect functionality). The customer has the option to log in to the MMI connect app on a dealership employee's phone for testing.

Time to complete process:

- Approximately 45 minutes (30 minutes of letting car sit).

First restore the communication of the connected gateway to the Audi connect backend by performing the following steps:

1. Park the vehicle outside the shop where there is a good to very good mobile network reception and GPS reception.

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2. Switch the ignition off.
3. Reset terminal 30 (battery connection) for at least 30 minutes.
4. Reconnect the battery and switch on the ignition and wait at least 1-2 minutes until the MMI has fully loaded.
5. Then go to the Audi connect user management screen by navigating to: *MENU >> Audi connect >> Right option >> Audi connect user management.*
6. Select “Key user” (Figure 2). If the customer’s user name is already entered in the MMI then step 7- 8 can be skipped. Proceed to step 9.

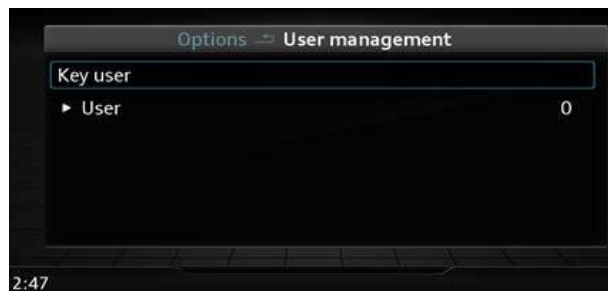


Figure 2. User management menu.

7. Select “Set key user” (Figure 3).



Figure 3. Set key user.

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8. Enter the customer's vehicle code (Figure 4) and myAudi user name (email address) and select "Log in" (Figure 5).



Figure 4. Vehicle code (F-PIN)



Figure 5. Log in.

9. Once the message appears indicating the registration was successful, turn off the vehicle ignition.
10. Next, test the MMI connect app functionality. Open the MMI connect app and navigate to the "Warning messages" section and select the refresh arrow. If the time on the app refresh says "Now" after the update then the communication was successful.
11. If the Remote Vehicle Services are working in the MMI connect app or myAudi portal then submit a PSS record in 2045570 PSS 91 Audi connect GEN2: Remote Vehicle Services INOP or Cannot Enter Vehicle Code for Key User.
12. If the Remove Vehicle Services are still not functional then please contact the Audi Dealership Technical Assistance Center.

MMI connect app FAQ for remote services:



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Q. When does the app send a signal to the car to refresh data?

A. When using Remote Lock/Unlock or when refreshing the Warning messages. Using the Vehicle status report, Service & Checks, Valet alert, Geofencing alert, and Speed alert only retrieves data from the Audi connect server and does not send any signal to the car.

Q. How does the MMI connect app communication work with the vehicle and the Audi connect server?

A. The MMI connect app and myAudi portal only interface with the Audi connect server. There is no direct connection between the vehicle and the app or portal. The Audi connect server sends an SMS message to the vehicle to wake the vehicle up anytime new data is requested (see previous topic). Once the vehicle is awake the connected gateway will make a 3G data connection to the Audi connect server and send the updated data.

Q. When does the vehicle send data to the Audi connect server?

A. When the vehicle is turned off and locked or when a request is sent to the vehicle from the Audi connect server.

Q. Under which conditions does a request for data not get sent to the Audi connect server?

A. If the connected gateway does not have a 3G data connection, if the vehicle's ignition is on, if the data connection is possible but has poor signal strength, or if the Audi connect server is offline due to maintenance.

Q. The Remote Lock and Unlock fails to work sometimes. Why causes this?

A. If the vehicle is in a poor data signal area (underground parking structure), remote location, near a major city event (Ball game, concert, etc), then the car must respond to the server within 1-2 minutes after the request is made by the user to confirm the request was completed. If the vehicle is unable to perform the data connection within the allotted time then the request will be canceled.

Q. The customer assigned another member of the family as a secondary user of the vehicle. What features can the secondary user not use?

A. A secondary user has the ability to use all remote service functions, including RLU, except for setting or removing Speed, Valet, or Geofencing Alerts.



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Q. The customer has reported the vehicle stolen and they are a Key User of the vehicle. How do they use the Stolen Vehicle Locator?

A. The customer must have a police report filed. The customer or the officer can contact the Audi SVL call center at 877-210-9423 and provide the police report. Once the report is verified, the vehicle tracking will be initiated and sent to the police officer.

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 vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9035		
Damage Code:	0039		
Labor Operations:	Repair data bus control unit	9035 4199	30 TU
	Control unit for Program display and operating unit	9196 2599	20 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		



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Claim Comment:	As per TSB #2045540/1
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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

Part Number	Part Description	Quantity
N/A	10mm Socket Wrench	01

Additional Information

All parts and service references provided in this TSB (2045540) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information. The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2043037, *91 Audi connect Gen2: Key User, AcVDM, Vehicle Code, & myAudi PIN Troubleshooting*.
- PSS 2045570, *PSS 91 Audi connect GEN2: Remote Vehicle Services INOP or Cannot Enter Vehicle Code for Key User*

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