Technical Service Bulletin

**91 Audi connect not working due to MMI Privacy Mode at PDI MY2018**

91 17 55 2048436/3 November 2, 2017. Supersedes Technical Service Bulletin Group 91 number 17-46 dated August 31, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, A4, S4, A5, S5 Cabriolet, Q5, and Q7	2018	All	With MMI Navigation plus

Condition

| REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised title (Updated) Revised *Service* (Added step 13 and photos)
2	08/31/2017	Revised header data (Updated header data)
1	07/24/2017	Initial publication

After PDI is performed, the customer states that the Audi connect services are not functioning. There is an error of "The myAudi Server is currently unavailable. Please try again later" along with an active LTE connection including data bars over the "LTE" symbol (Figure 1).
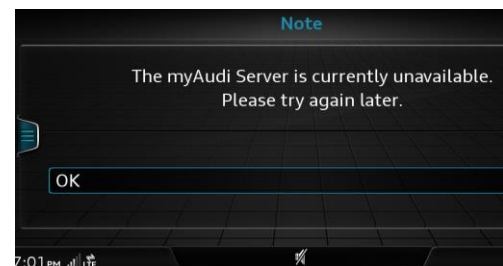
Figure 1. *Audi connect error in MMI.*

Technical Background

Starting with MY18 (CW22/17 production date), vehicles with MIB2 Navigation (PR code 7UG) and with Audi connect (PR code EL3) now have a new feature called "Privacy Mode". When activated, this feature turns off the internal telephone module in the MMI only (the connected gateway stays active). These vehicles will now have privacy mode turned on by default when the vehicle leaves the factory. Privacy Mode is automatically turned off when the vehicle is taken out of transport mode.
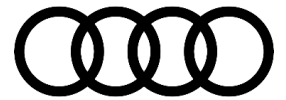
However, there is a known MMI software concern that prevents the MMI from being able to reach the Audi connect backend server after the car is taken out of transport mode. A work around is available to fully re-enable the Audi connect services (service section).

Tip: The option to turn off the MMI's internal telephone module is still available to vehicles built before CW22/17. The option is listed under the Telephone settings menu in the MMI.

Production Solution

A solution is currently being worked on.

Service

Follow the repair steps below to reset the telephone module in the MMI to allow Audi connect to function fully. If there are no LTE bars and no data arrows over the "LTE" symbol, then move the car outside where it can obtain a strong signal from AT&T. If after moving the vehicle outside there is still no LTE reception, then this TSB does not apply.

1. Check the MMI in the glovebox, and if a removable SIM card is inserted then remove it. The USA market does not use removable SIM cards for MIB2 with embedded SIM. If a removable SIM card is inserted it can prevent the MMI from being able to use Audi connect services.

2. Press the *"MENU"* button and select *"Audi connect"* from the main MMI Menu (Figure 2).

Figure 2. Audi connect in main menu.

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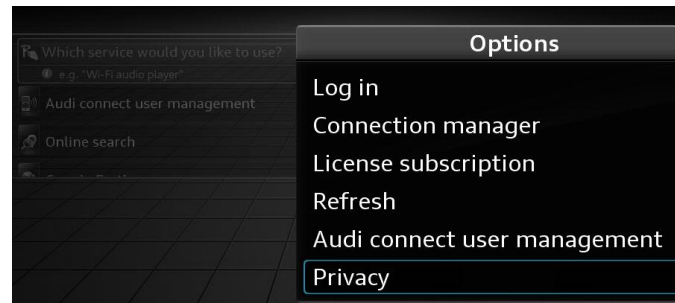3. Use the Right Drawer Sub-menu (Move the Main MMI Knob to the right) and select **"Privacy"** (Figure 3).

Figure 3. *Right sub-men option, "Privacy".*

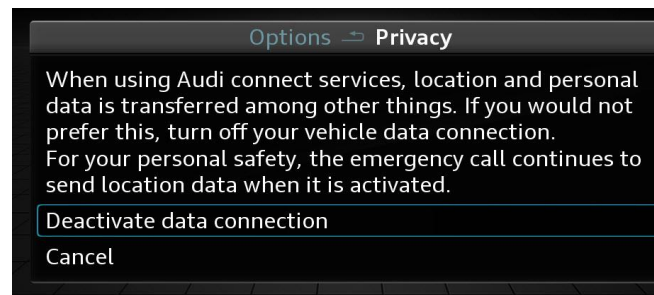4. Next select **"Deactivate data connection"** (Figure 4).

Figure 4. *Deactivate data connection.*

5. The MMI will now show a message of **"The data connection was restricted"** and the MMI should automatically revert back to the main menu.

6. Next select **"Audi connect"**, then select **"Activate data connection"** (Figure 5).
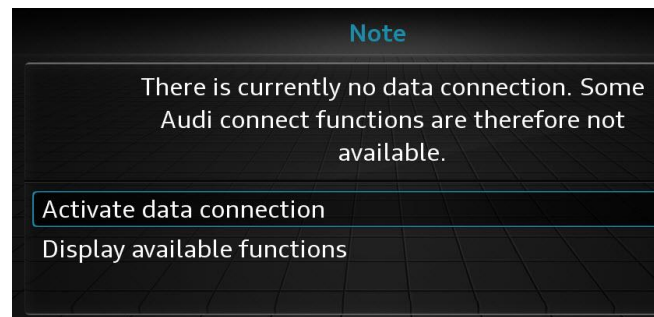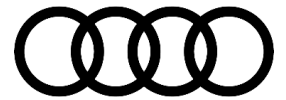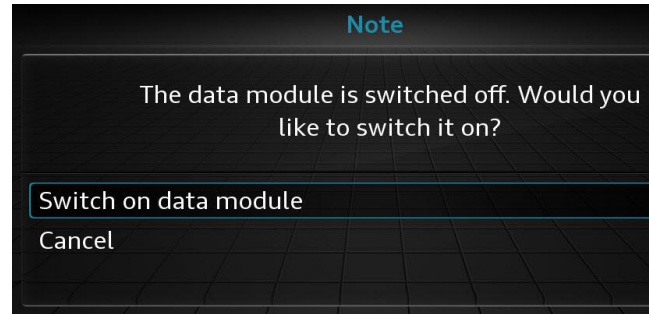

Figure 5. *Activate data connection.*

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7. Next select **"Switch on data module".** This will turn on the LTE data module (Figure 6).

**Figure 6.** *Switch on data module.*

8. Wait briefly until you see the message **"Data module is on".**

9. Next, the vehicle CAN BUS system must be put to sleep. Disconnect any ODIS scan tool from the OBD port. **Roll all windows up and shut all doors and lock the car for 2-3 minutes.**

10. After car has been off long enough to let the CAN BUS go to sleep, **turn the engine back on**. Allow the MMI system to fully initialize (can take 1-2 minutes).

11. Next Navigate to **"Audi connect"** then to **"Google Earth"** and select **"Activate and display Google Earth map"** and wait for it to load. The customer may want to use the Right Drawer Sub-Menu and select **"Refresh"** if there are any missing services in the Audi connect main service list.

12. If Audi connect still does not work then repeat steps 9-11 and let the car sit locked for 30 minutes.

13. If steps 9-11 do not work then perform a full factory reset on the MMI: Press MENU >> Settings >> Factory settings >> Select all entries >> Restore factory settings >> Yes, delete now and restart system (Figure 7-11).

    ⚠ **Note:**

    If the customer has already taken delivery of the vehicle, please note that all customer information stored in the MMI will be deleted including any Bluetooth pairings, Wi-Fi custom password, and the Audi connect Key User pairing for remote services.
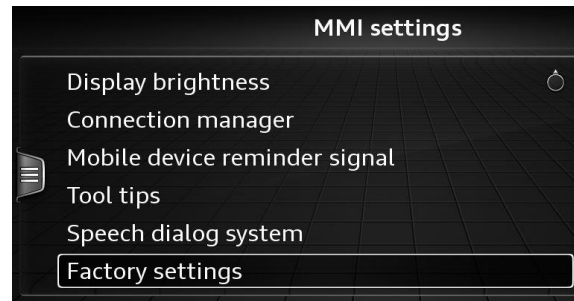

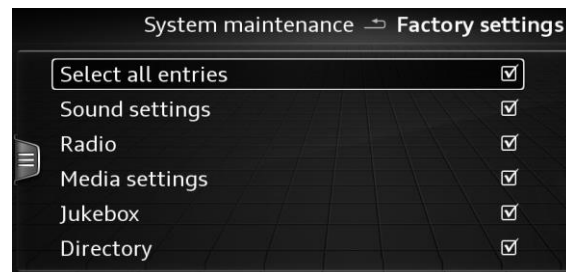
Figure 7. *Select Settings from main menu.*
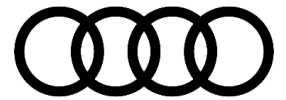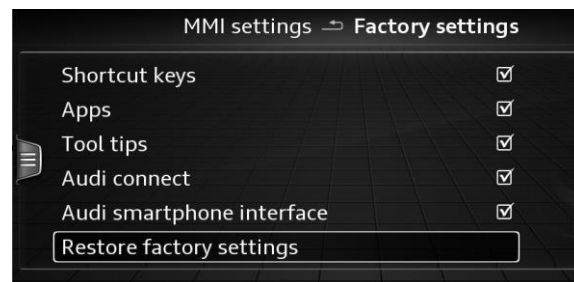
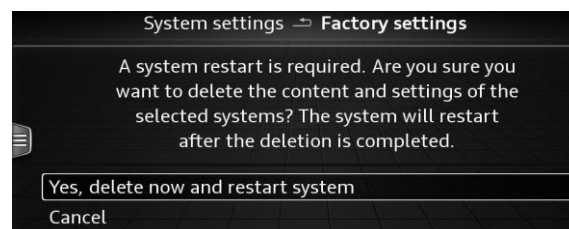# Technical Service Bulletin

Figure 8. *Select Factory settings.*

Figure 9. *Select all entries.*

Figure 10. *Select Restore factory settings.*

Figure 11. *Select "Yes, delete now and restart system."*

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Warranty

Claim Type:	• 110 up to 48 months/50,000 miles.		
	• 910 if before retail sold.		
	• G10 for CPO Covered Vehicles - Verify Owner.		
	• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	0039		
Labor Operations:	Reset MMI Telephone module	9196 9999	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)		
Claim Comment:	As per TSB #2048436/3		

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

All parts and service references provided in this TSB (2048436) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.