

Service Action

Code: 91Y3



Audi

REVISION

Subject	MMI Software – System Privacy Mode															
Release Date	July 21, 2020															
REVISION SUMMARY	Criteria 04 instructions added.															
Affected Vehicles	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2019</td> <td>2020</td> <td>A8</td> <td>5,577</td> </tr> <tr> <td>CAN</td> <td>2019</td> <td>2020</td> <td>A8</td> <td>320</td> </tr> </tbody> </table> <p><i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</i></p> <ul style="list-style-type: none"> ✓ Campaign status must show “open.” ✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign. 	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2019	2020	A8	5,577	CAN	2019	2020	A8	320
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count												
USA	2019	2020	A8	5,577												
CAN	2019	2020	A8	320												
Problem Description	The infotainment system privacy setting “Allow data transmission” may, in unfavorable circumstances, change without user intervention. As a result, the vehicle sends data although this function was previously deactivated manually.															
Corrective Action	Update infotainment system software.															
IMPORTANT!	IMPORTANT! Dealers are asked to remind owners during repair scheduling that the “smart control” remote (and both rear seat tablets, if equipped) must be present in the vehicle when they arrive at the dealership for this service.															
Parts Information	No parts needed; software update only.															
Code Visibility	On or about June 18, 2020, the campaign code was applied to affected vehicles.															
Owner Notification	Owner notification took place in June 2020. Owner letter examples are included in this bulletin for your reference.															
Campaign Expiration Date	This campaign expires on December 31, 2022 . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.															
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>															

Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

Service Number	91Y3		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	03 or 04		
	LABOR		
	Labor Op	Time Units	Description
	2706 89 50	10	Connect battery charger
	9196 25 99	80	Perform software update via REM including manual update of SCON (Audi tablet) and, if necessary, display units for multimedia system in addition to documentation via SVM code.

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Subject: Service Action 91Y3 - MMI Software – System Privacy Mode

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2019-2020 model year Audi A8 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The infotainment system privacy setting "Allow data transmission" may, in unfavorable circumstances, change without user intervention. As a result, the vehicle sends data although this function was previously deactivated manually.

What will we do? Your authorized Audi dealer will update the infotainment system software. This work will take about two hours to complete and will be performed for you free of charge.

What should you do? In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

IMPORTANT! The "smart control" remote (and both rear seat tablets, if equipped) and must be present in the vehicle when you arrive at the dealership for this service.

This service action will be available for you free of charge only until December 31, 2022. If you wish to have this service performed after that date, your dealer's normal costs associated with this repair will apply.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

Checking your vehicle for open Recalls and Service Campaigns To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Subject: Service Action 91Y3 - MMI Software – System Privacy Mode

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2019-2020 model year Audi A8 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The infotainment system privacy setting "Allow data transmission" may, in unfavorable circumstances, change without user intervention. As a result, the vehicle sends data although this function was previously deactivated manually.

What will we do? Your authorized Audi dealer will update the infotainment system software. This work will take about two hours to complete and will be performed for you free of charge.

What should you do? In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

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Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

Required Tools

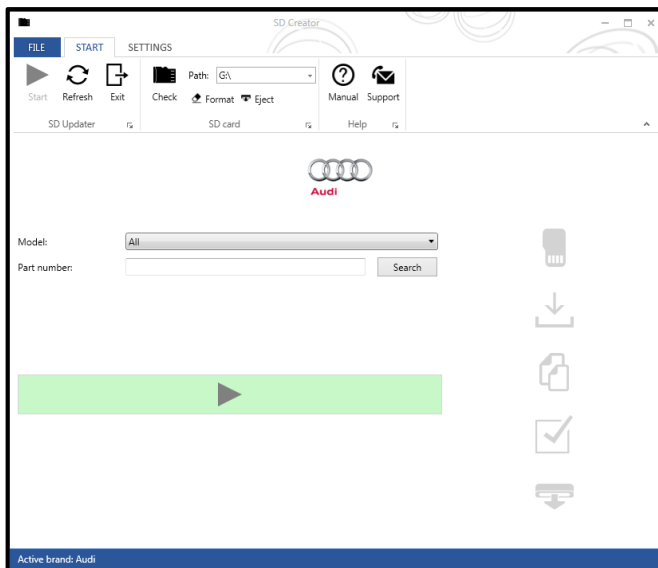


Battery Tester/Charger
- GRX3000VAS-
(or equivalent)



Diagnostic Tester
-VAS6150X/VAS6160X-
(or equivalent)

Required SD Card



- A SD Card will need to be created using the SD Creator program. Refer to the chart below to create the correct card based on VIN criteria.
- Reference the latest version of TSB 2047812 for additional information on the use of the SD Creator program.

Criteria	SD Card Part Number
03	4K0.906.961.J
04	4K0.906.961.H

Repair Instruction

NOTE

- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

Campaign/Action	Start	Designation
← 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.

TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

CRITICAL REPAIR STEP



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this action.**
- **Proceed to Section B**

NOTE

This Service Action has been proactively released to prevent the following condition(s) from occurring in the vehicle:

Technical Background

The infotainment system privacy setting “Allow data transmission” may, in unfavorable circumstances, change without user intervention. As a result, the vehicle sends data although this function was previously deactivated manually.

The software also includes the following technical measures:

- Performance enhancement for rear view camera display
- Increased stability of SMS service
- Performance enhancement for eCS route guidance on Audi e-tron (eCS = e-tron Charging Service)
- Wi-Fi configuration “GPS detection via navigation unit”
- Performance enhancement of external amplifier for multimedia system
- Remedy for function impairments of the MMI system
- Performance enhancement for multimedia system display units

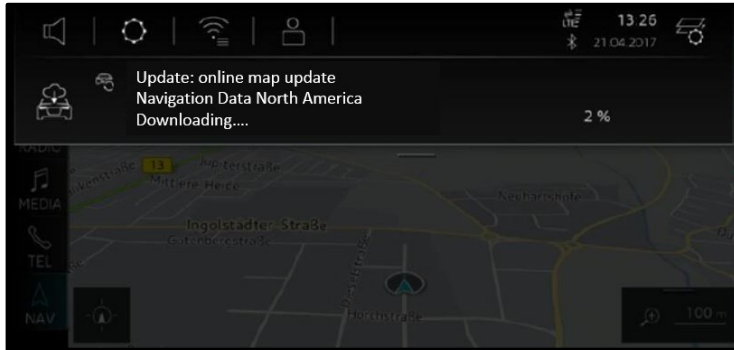
The following topics for the infotainment system are also addressed: MIB2+ “Both screens blue”

- MIB2+ “Intersection detail map missing in HUD”
- MIB2+ “Navigation information frozen in HUD”
- MIB2+ “Navigation out of operation or initialized up to 11%”
- MIB2+ “Traffic sign recognition currently unavailable”
- MIB2+ “Not functioning sporadically”
- MIB2+ “Button for driving assistance system without function”
- MIB2+ “Shortcuts in lower display without station logo”
- MIB2+ navigation “Stored addresses and last destinations deleted”
- Sound: “Bang & Olufsen unauthorized event memory entries in premium sound system (B&O)”

Section B – Infotainment Control Module Software Update

NOTE

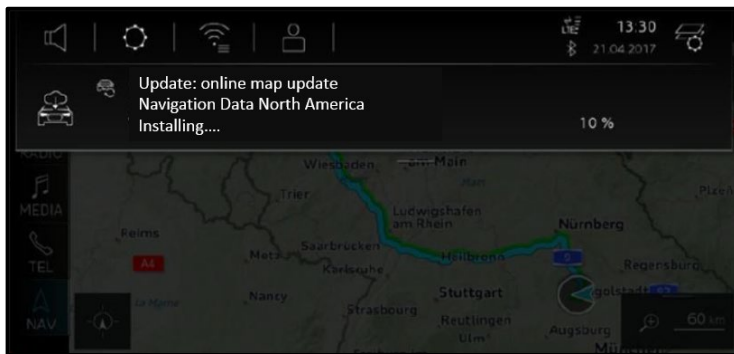
Before performing the software update, please deactivate the “Automatic online map update” function on the MMI in the “Settings” > “System update” menu. This function must be re-activated at the end of the update.



NOTE

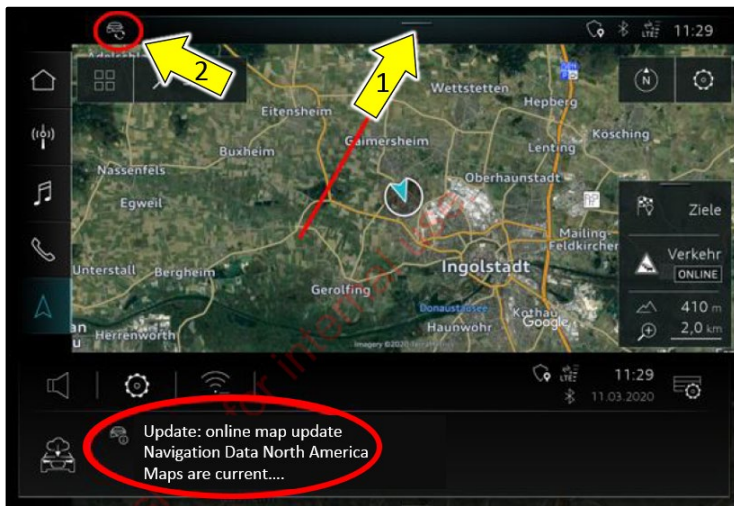
If the infotainment system happens to be in a navigation data download mode (“Downloading...,” as shown), please interrupt this by activating the slider for privacy mode (Home > Settings > Privacy settings > Activate privacy).

Please ensure that you deactivate privacy mode again after the software update is complete.



NOTE

If the navigation database update is already being installed (“Installing...,” as shown), please wait and ensure that the installation is fully complete before continuing with the 91Y3 software update.



NOTE

If a navigation database update is already complete, it is very important to confirm this manually in the notifications center of the MMI.

To do so, pull the notification center downwards <arrow 1> and confirm the completion (“Maps are current...,” as shown).

The 91Y3 software update can only be started when the icon at the top left <arrow 2> is no longer visible.

If there was no icon at the top left beforehand, no further confirmations are required.

- Open the hood.
- Access the battery charging posts.
- Switch the ignition on.
- Apply the parking brake.
- Switch off all consumers (headlights, heated seats, climate control, etc.).
- Attach the GRX3000VAS Tester/Charger (or equivalent) IN POWER SUPPLY MODE to the vehicle battery charging posts.

NOTE

Vehicles with Battery Monitoring Control Module -J367- and/or an EFB Battery:

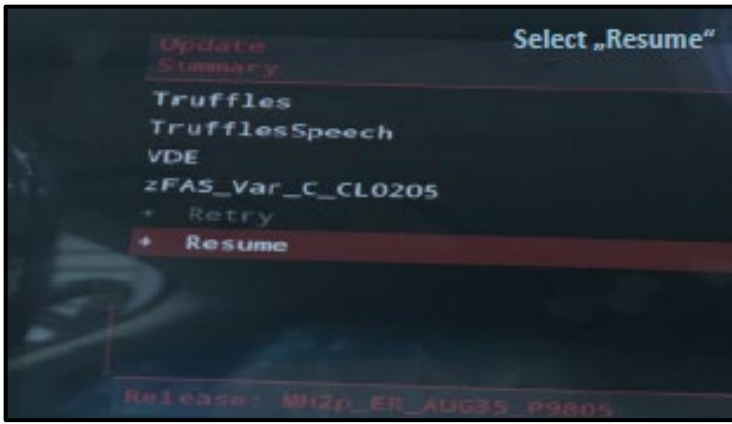
When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

- Perform the update via the Red Engineering Menu (REM) by touching the screen with two fingers in the top right corner.
- Insert the SD card into the MMI.
- Use the volume control to navigate the REM (left and right for scrolling, push to select)
- Select "Update" and the source of the update medium.
- All control units to be updated are shown, scroll all the way down and start the update via the REM.

TIP

There may be a longer than expected pause before the update begins once the update is started.





- When the update is complete, select “Resume”.
- Exit the REM manually when the software update has been successfully completed.
- After the update is complete, cycle the ignition and move to the rear to update the SCON and, if fitted, “display units for multimedia system.”
- Check whether a SCON is installed in the rear center console. A manual update of the SCON (smart control) is also necessary along with, if fitted, a manual update of the “display units for multimedia system.”
- Establish Wi-Fi connection between MMI and SCON and, if fitted, “display units for multimedia system.”
 - This Wi-Fi connection is done through the SCON and, if fitted, “display units for multimedia system.”
 - Home > Settings > Connection settings > Wi-Fi > Activate Wi-Fi.
- After the Wi-Fi connection has been established successfully, a message will appear on the SCON display and, if applicable, the displays of the display units for multimedia system indicating that an update is available.
- Confirm the message(s), follow the instructions on the display(s) and perform the update(s).

NOTE

In the event that the update messages are not shown automatically, take the SCON out of the bracket and re-insert it, and switch the display units for multimedia system off and on.

- After the infotainment system update is complete, proceed to Section C to perform the documentation step via SVM.

NOTE

In the event that errors occur during the update, refer to the instructions in Appendix A.

Section C – Software Update Documentation via SVM

NOTE

Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;

- ✓ **The ODIS software is completely up to date.**
 - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
 - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
 - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
 - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **Flash process through “Audi Flashing” not Guided Fault Finding (GFF).**
 - DO NOT USE Guided Fault Finding (GFF) to perform this flash. Using GFF will cause the flash to take longer. Requests for additional time will not be considered.
- ✓ **The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.**
 - Performing a software update using a Bluetooth or WiFi connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth or WiFi.

WARNING

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

TIP

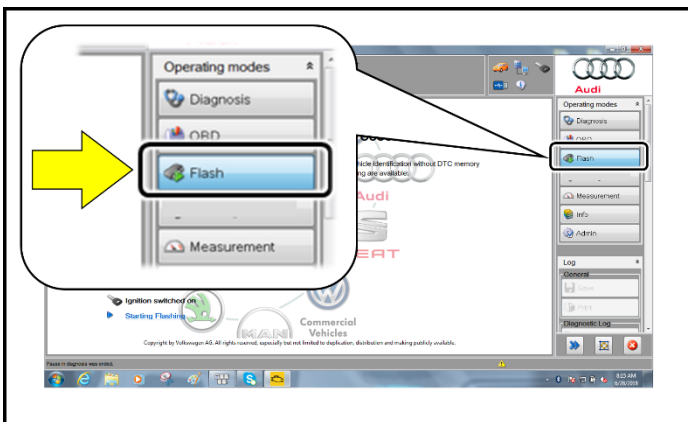
To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2011732: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.



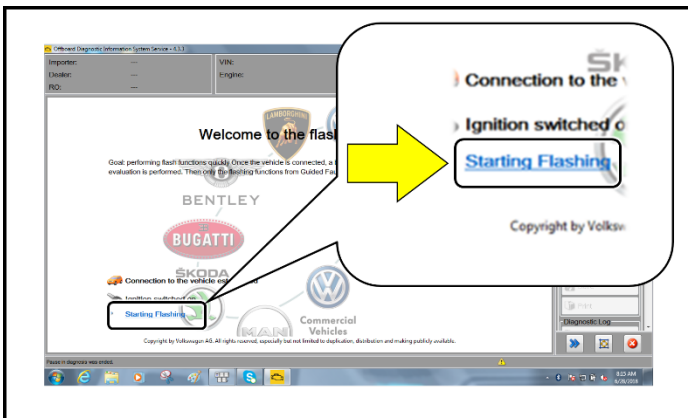
- Confirm that scan tool is communicating with the diagnostic head by USB cable.
 - If the Bluetooth or WiFi symbol is shown, then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.



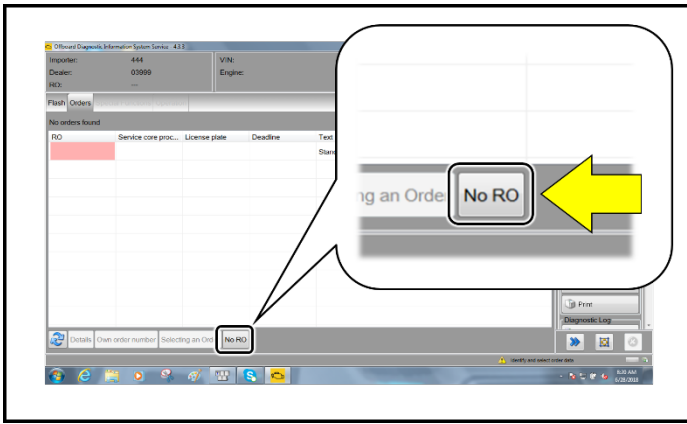
- From the home screen of the scan tool highlight “Flash” <1>.
- Follow the on-screen prompts.

NOTE

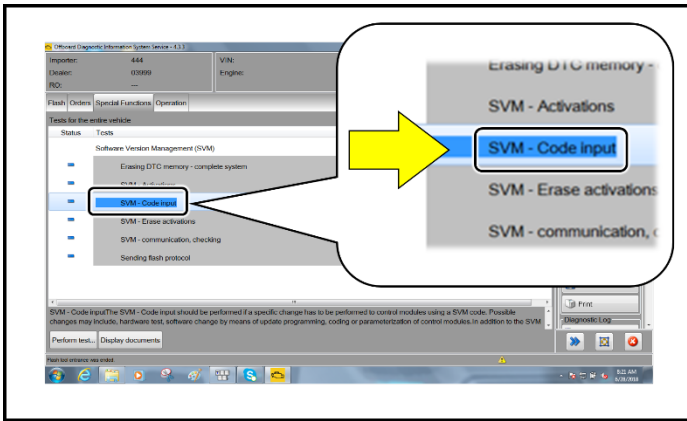
Operating mode “Flash” must be used. Performing this update using “Diagnosis” (Guided Fault Finding) could result in non-payment of the claim.



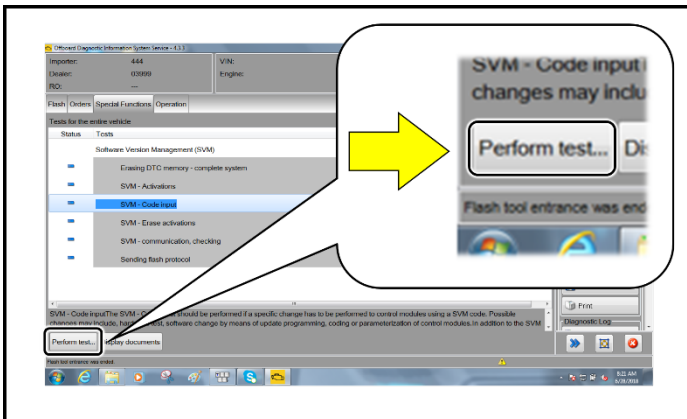
- Select “Starting Flashing” and follow the on-screen prompts.



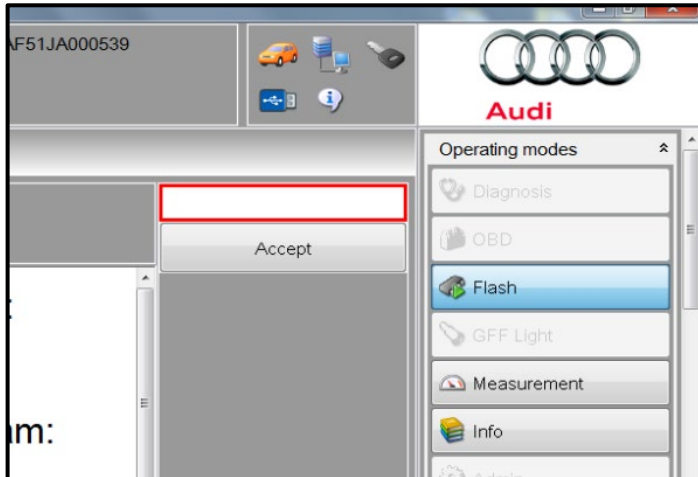
- Select "No RO".



- Highlight "SVM – Code Input".



- Select "Perform test".



NOTE

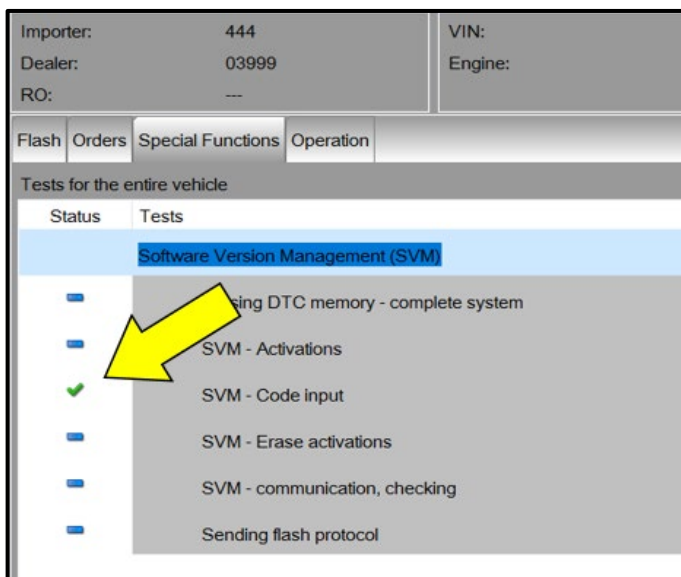
Using Bluetooth or WiFi for this action is PROHIBITED!

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM update process is not covered.

- Enter the corrective action code (SVM code) as listed below.

SVM code
91Y3A728

- Select "Accept".
- Follow the on-screen prompts.

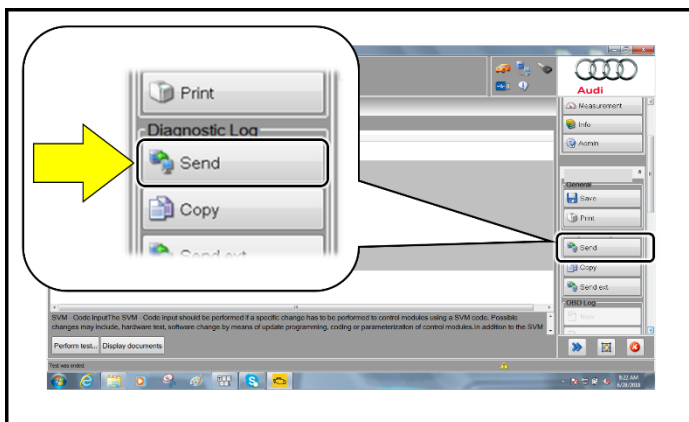


NOTE

STOP STOP

This extra ignition cycle step must be followed, otherwise faults stored during the update may not be cleared upon exiting the Flash program.

- After receiving confirmation that the update completed successfully (green check mark) <arrow>, the ignition must be turned off for 60 seconds and then turned back on.



- After receiving confirmation that the flash completed successfully, select "Send" to send the diagnostic protocol online.
- Follow the on-screen prompts.



- Click “Flash” to exit the flash session.
- **Proceed to Section D.**

Section D – Campaign Stamp

I certify that this campaign
has been performed in strict
accordance with the applicable
Audi repair procedure.

SAGA Code: _____

Technician: _____

Date: _____

Item#: **AUD4927ENG**

OR

Je certifie que cette
campagne de rappel a été
exécutée suivant les strictes
directives de réparation
d'Audi

Code de SAGA: _____

Technicien: _____

Date: _____

Item # **AUD4927FRE**

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal (item# AUD4927ENG or AUD4927FRE).

See next page for Appendix A

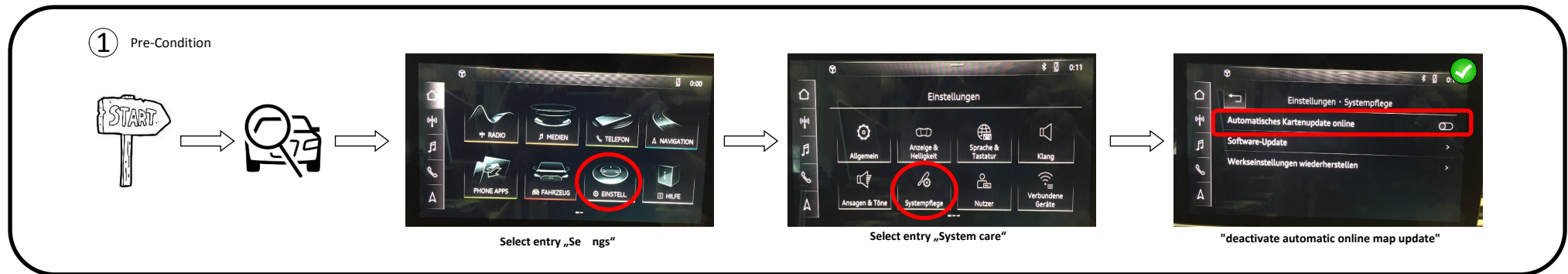



MMI Update Anleitung

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Page 7:	Error Case 137: HwR.Res.ER


MMI SD-Card Update Pre-Condition / Information





 Inside REM (Red Engineering Menu) only use the LSR (Volume knob) to navigate through the options

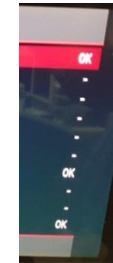
Left / Right = Scroll up / down
Press = select


 After Reset / Powering off / Disconnect Power cable or any other action within the REM which leads to an restart of the Main Unit, the Update will restart automatically

 Error Message after insert SD-Card within Main-Menu will occur. To prevent this issue, please insert the SD-Card after entered the REM Menu (REM)



 The result information at the "Update summary" step (OK, NOK, n/a) is not important and can be ignored

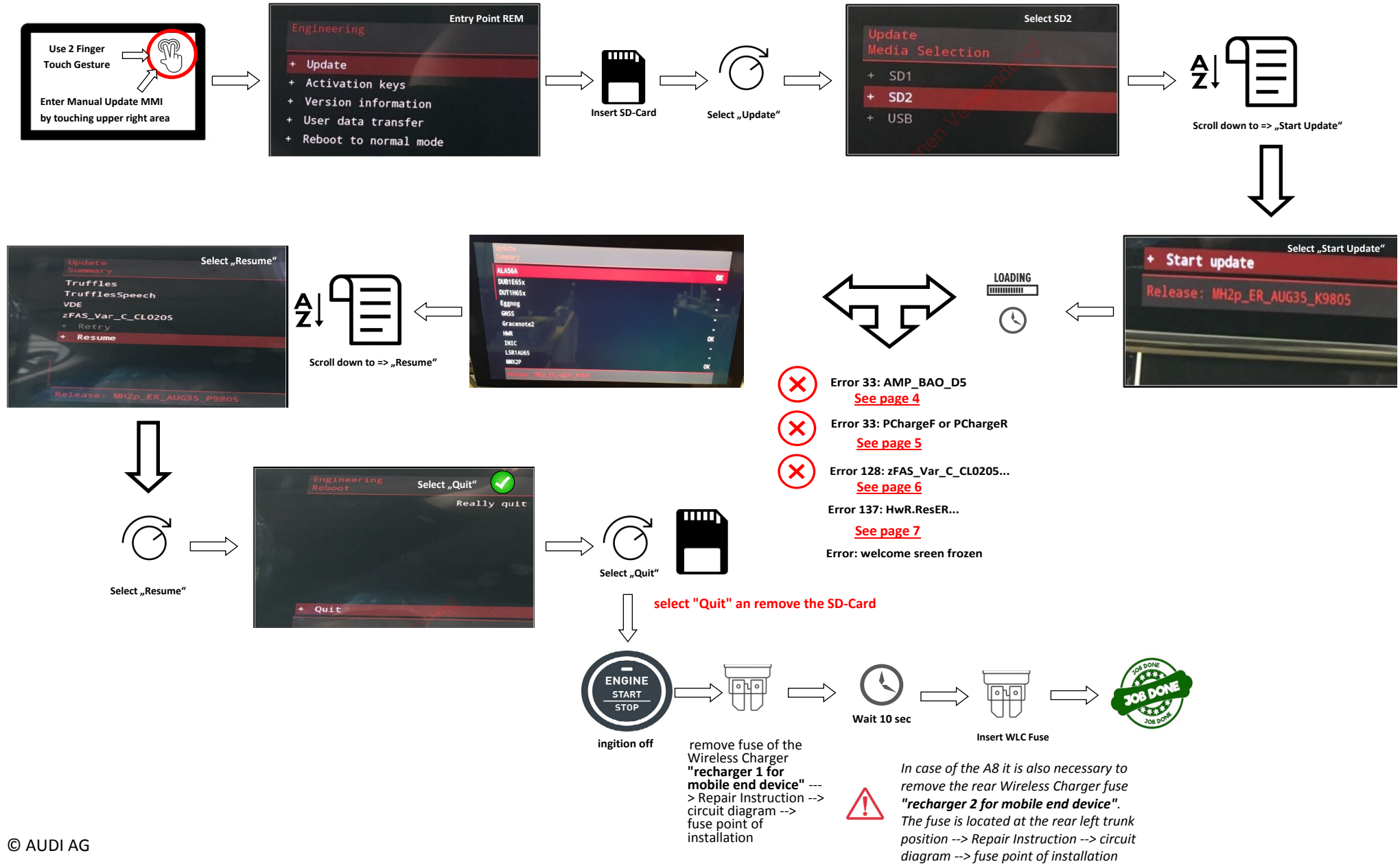


 In case of Audi A8 the Smart Control (SCON) in the rear central console and the rear multimedia screens must be inside the car to carry out the update

MMI SD-Card Update




② Update Process (Manual)



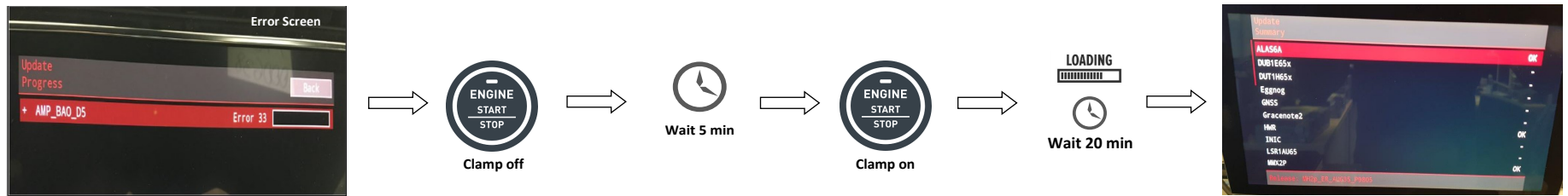
Error Case 33: AMP_BAO_D5




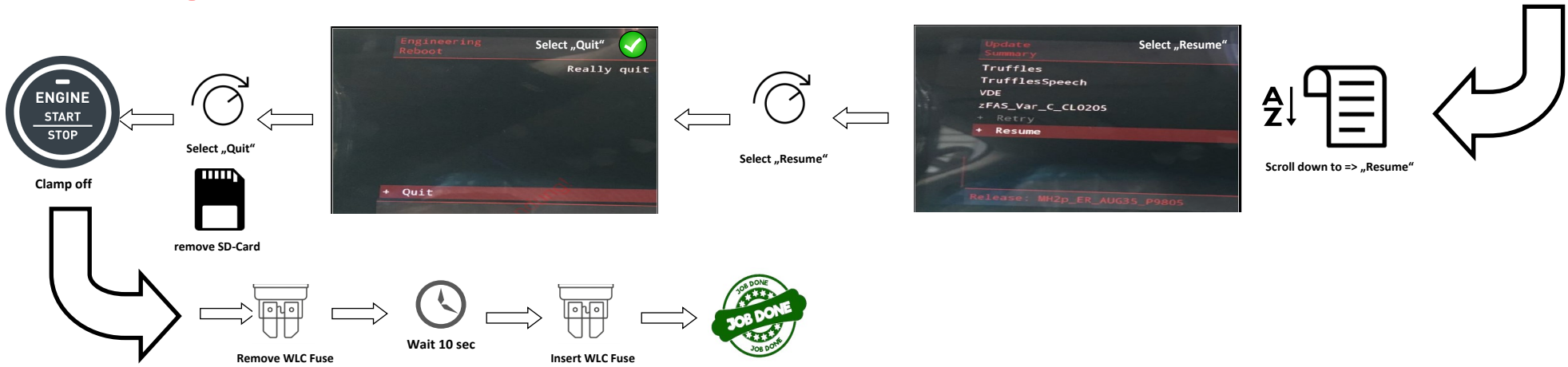


Error 33: AMP_BAO_D5


Step by Step Description



 Error 33: AMP_BAO_D5




remove fuse of the Wireless Charger "recharger 1 for mobile end device" ---
 > Repair Instruction --> circuit diagram --> fuse point of installation

 In case of the A8 it is also necessary to remove the rear Wireless Charger fuse "recharger 2 for mobile end device". The fuse is located at the rear left trunk position --> Repair Instruction --> circuit diagram --> fuse point of installation

Error Case 33: PChargeF (front) or PChargeR (rear)




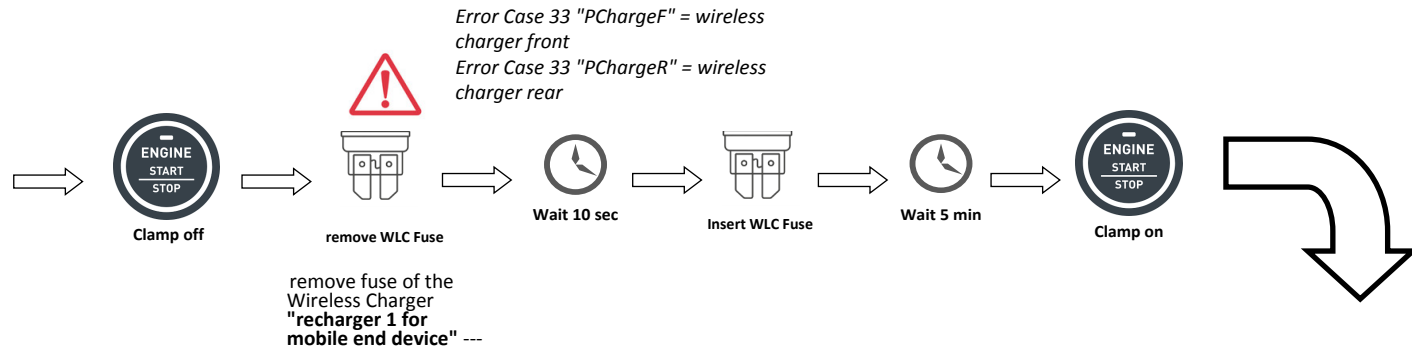


Error 33: PChargeF or PChargeR

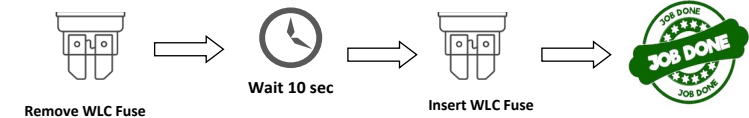
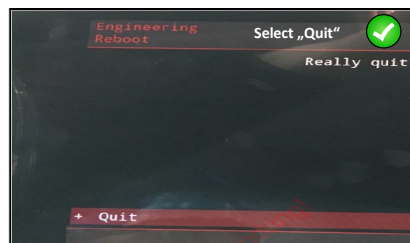
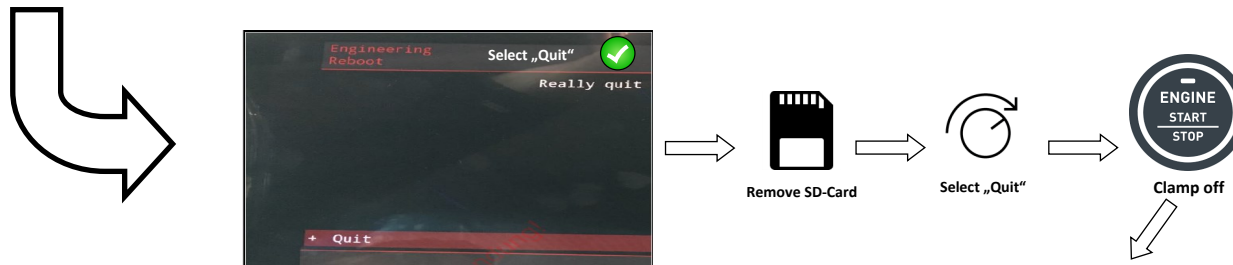
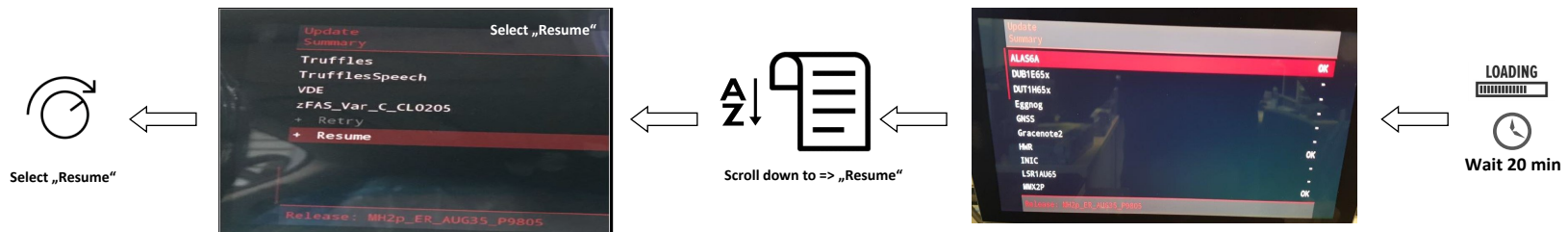
Step by Step Description



 Error 33: PChargeF or PChargeR



remove fuse of the Wireless Charger "recharger 1 for mobile end device" ---




remove fuse of the Wireless Charger "recharger 1 for mobile end device" ---



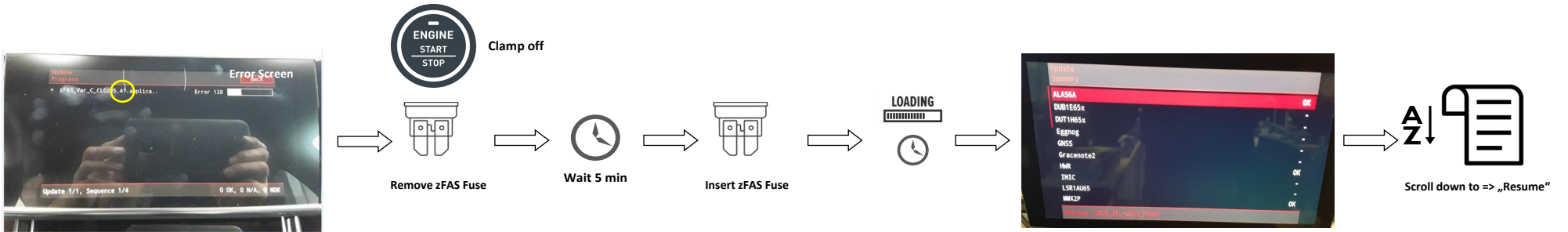
In case of the A8 it is also necessary to remove the rear Wireless Charger fuse "recharger 2 for mobile end device". The fuse is located at the rear left trunk position --> Repair Instruction --> circuit diagram --> fuse point of installation

Error Case 128: zFAS_VAR_C_CL0205...

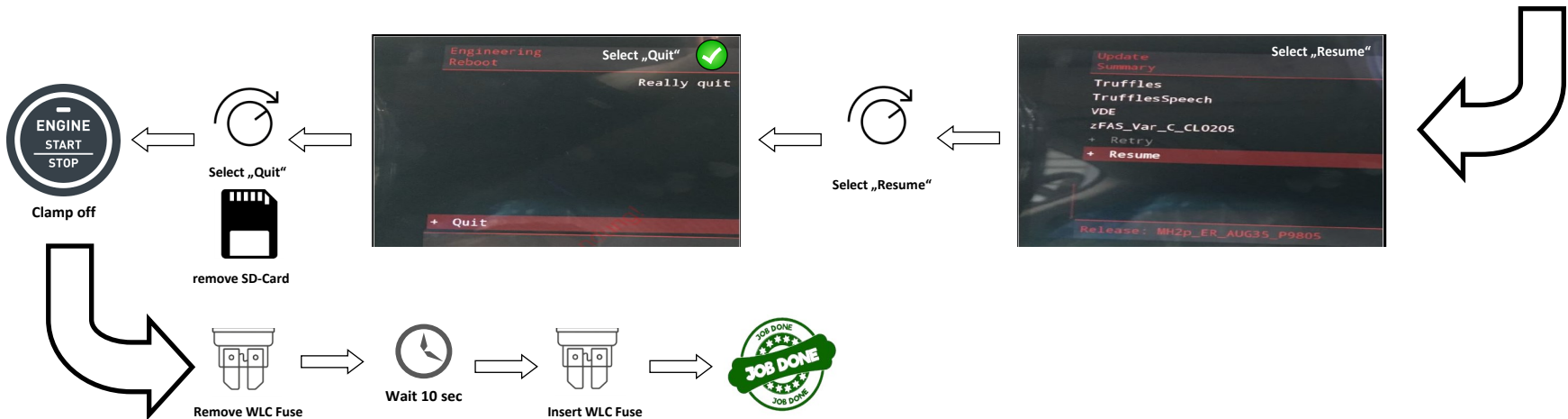


 Error Case 128: zFAS_Var_C_CL0205...
Step by Step Description

 Note: This step is only necessary if Error 128 on Block 41 occurs!

 Error 128: zFAS_Var_C_CL0205...




remove fuse of the Wireless Charger "recharger 1 for mobile end device" ---



In case of the A8 it is also necessary to remove the rear Wireless Charger fuse "recharger 2 for mobile end device". The fuse is located at the rear left trunk position --> Repair Instruction --> circuit diagram --> fuse point of installation

Error Case 137: HwR.ResER



 **Error Case 137: HwR.ResER**
Step by Step Description



Error Case 137: HwR.ResER

