



Technical Service Bulletin

91 MIB3: Audi connect, Bluetooth, or Wi-Fi connectivity issues

91 20 36 2061345/1 November 17, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A6 allroad, A6 Avant, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, Q5, SQ5, Q7, SQ7, Q8, SQ8, and RS Q8	2021	All	MIB3 and ConBox High
A4, S4, A4 allroad, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, and RS 5 Cabriolet	2020 - 2022	All	MIB3 and ConBox High

Condition

Customer states:

- Audi connect features like weather, news, satellite maps, Sirius 360, or key user login are not working.

Or

- The vehicle's Wi-Fi connection is not available.

Or

- The vehicle's Bluetooth connection is not available.

Technical Background

The vehicle's network architecture changed with the introduction of the ConBox High and MIB3 compared to earlier systems.

Most connectivity features, including Wi-Fi and Bluetooth are now integrated into the telematics control module, J949 (address word 0075), which acts similar to an internet router.



Technical Service Bulletin

Production Solution

Not applicable.

Service

- Bluetooth, Wi-Fi, and cellular internet services (Audi connect) are no longer integrated into the MIB3 Main Unit.
- Connectivity features are now integrated into the telematics control module, J949 (address word 0075). Therefore, troubleshooting Bluetooth, Wi-Fi or Audi connect issues should start at the telematics control module, J949 (address word 0075) if no other DTCs or test plans are present in the vehicle.
- Some vehicle models may have remote Wi-Fi/Bluetooth antennas connected to the telematics control module, J949 (address word 0075).



Figure 1. MIB3 system architecture.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (2061345) 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.



Technical Service Bulletin

©2020 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.