



# Technical Service Bulletin

## 00 Service info: workshop mode with Audi connect vehicles

00 20 43 2061669/1 December 10, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4 allroad, A5, S5, RS 5, A6, A7, Q5, Q7, R8, TT, & TTS	2014 - 2023	All	Audi connect
TTRS	2012 - 2023	All	Audi connect
S6, S7	2014 -2018, 2020 - 2023	All	Audi connect
RS 7	2016 – 2018, 2020 - 2023	All	Audi connect
A3, A3 Cabriolet, A4,S5 Cabriolet, and Q3	2015 - 2023	All	Audi connect
A3 Sportback, RS 6	2016 -2023	All	Audi connect
A3 e-tron	2015 - 2018	All	Audi connect
RS 3, SQ7	2017 - 2023	All	Audi connect
A5 Sportback, S5 Sportback, and SQ5	2018 - 2023	All	Audi connect
RS 5 Sportback, Q8, and Audi e-tron quattro	2019 - 2023	All	Audi connect
A6 allroad, Audi e-tron Sportback	2020 - 2023	All	Audi connect
A6 Avant, RS 6 Avant, SQ8, and RS Q8	2021 - 2023	All	Audi connect



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## Condition

### Customer states:

- No customer concerns, it is found during PDI or any other diagnostic work.

### Workshop findings:

- The vehicle is equipped with Audi connect functions that allow the vehicle's key and authorized connect users to remotely control and activate various vehicle functions.



### Warning:

There is a risk of injury due to Audi connect remote control functions (e.g. HVAC blower fan running with stationary air conditioning).

This service info describes the procedure to deactivate and reactivate the Audi connect remote control functions during a workshop visit.

Observe this procedure for all work carried out on the vehicle.

## Technical Background

If the Audi connect remote control functions remain active during a workshop visit, there is a possibility that various vehicle functions could be activated by the vehicle's key and authorized users.

This includes the activation of the stationary air conditioning and thereby the HVAC blower fan for example.

Furthermore, active timers could already be programmed in the MMI having the same effect.

## Production Solution

Not applicable.

## Service



### Note:

Audi connect remote control features and HVAC timers need to be disabled when working on the vehicle.


### Deactivate and reactivate HVAC timers

- When the ignition is switched off, a list with all programmed timers is displayed on the MMI screen.



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- Take note of the timer settings, then make sure all timers are in the off position (  ).
- Also, ensure that the stationary air conditioning is not already active and deactivate it (if necessary).
- After the work on the vehicle is completed, turn off the vehicle's ignition and reactivate the timers that were active before.

## Deactivate and reactivate the Audi connect functions

### Option 1

The Audi connect features can be disabled via the privacy settings in the MMI:

1. Depending on the infotainment system, the privacy settings can be found either in the Audi Connect menu under the right options drawer or under *Settings >> Privacy*.
2. Take note of the privacy mode setting, then activate it (if not already checked).
3. After the work on the vehicle is completed, go back to the privacy settings and restore them to the previously noted status.

### Option 2

If the privacy settings are not available:

1. Remove the fuse of the Audi connect vehicle control master (data bus on board diagnostic interface, J533 (address word 0019) or control module for emergency call module and communication unit, J949 (address word 0075)).
2. Remove the fuse of the affected system, e.g. HVAC blower.
3. After the work on the vehicle is completed, reinstall the fuses and clear the vehicle's DTCs.

## Warranty

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

## Additional Information

All part and service references provided in this TSB (2061669) 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.

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