



# Technical Service Bulletin

## 91 Function on Demand (FoD): purchased functions are not available in the vehicle

91 21 08 2063290/1 June 16, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, S4, A4 allroad, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Cabriolet, RS 5 Sportback, A6, A6 allroad, A6 Avant, S6, RS 6, RS 6 Avant, A7, S7, RS 7, A7 PHEV, A8, S8, A8 PHEV, Q5, SQ5, Q5 PHEV, Q5 Sportback, SQ5 Sportback, Q7, SQ7, Q8, SQ8, RS Q8, Audi e-tron quattro, and Audi e-tron Sportback	2021	All	Not Applicable

## Condition

### Customer states:

- One of the purchased functions does not work in the vehicle.
- The function was purchased in the myAudi marketplace via the myAudi app.



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## Technical Background

Function on Demand (FoD) is a new feature for the US market as of May 2021. The vehicle functions available at launch are as follows.

### **Model Year 2021+ A4, A5, and Q5 with PR Code 7UZ (without Navigation):**

- Navigation Plus Package: This package includes Navigation, Audi connect PRIME & PLUS with full-speed Wi-Fi.

### **Model Year 2021+ e-tron, e-tron sportback with PR Code 8G1 (high-beam assist):**

- Light Function Package: This package includes cornering light, intersection light, and the turn assist light.

## Production Solution

Not applicable.

## Service

### **Troubleshooting:**

The customer concern can arise from the vehicle not receiving the updated function from the Audi connect backend. The Gateway, J533 (address word 0019) must synchronize its data with the Audi connect backend before the functions are activated in the vehicle. In some situations, the vehicle may require several ignition cycles before this synchronization occurs.

Perform one or all of these steps to resolve the issue:

- Ensure the eCall SOS LED is green (this is mandatory; a green LED indicates the embedded SIM is localized to the US market).
- Cycle the ignition off and back on, up to seven times, while leaving the car in each state for 30s-60s each time (e.g., on for 60 seconds, off for 60 seconds, & repeat).
- Attempt an MMI soft reset by pressing and holding the volume control knob for 10 seconds or until the light around the knob turns off and the MMI “checking remote access rights” is seen in the MMI.
- Restore factory settings in the MMI under *Home >> Settings >> System Maintenance >> Restore factory settings*. The key user pairing will be reset along with all other customer saved settings.
- The customer may need to remove the VIN from their account in the myAudi app and add it back in order to complete key user pairing and the myAudi login in the MMI.

Additionally, if the vehicle had no LTE connectivity to the mobile network during the purchase, and 72 hours have passed since the purchase (e.g., in an underground car park), the activation will expire and not be retried by the Audi connect backend.

If the FOD purchase was performed more than 72 hours in the past, the activation must be manually pushed to the car using Service Portlet via the Group Retail Portal (GRP). The Group Retail Portal is the future

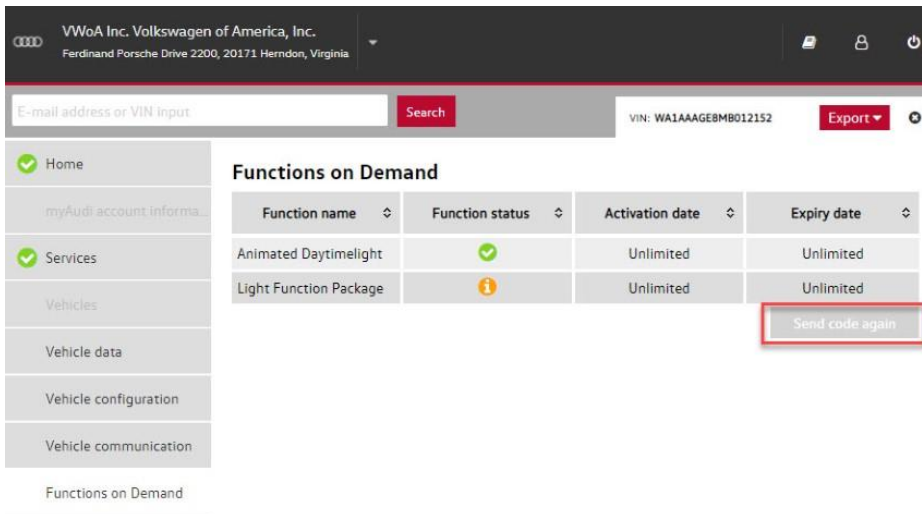


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replacement of the VWAG Dealer portal. The official rollout of GRP is planned sometime before the end of Q3 of calendar year 2021.

## Resending FoD activation using Service Portlet:

1. To do this, the vehicle needs to be at a location with good GPS and LTE network signal.
2. Use the Service Portlet to resend the activation to the vehicle (Figure 1).



**Figure 1.** Resending activation to the vehicle using Service Portlet.

3. Perform an MMI reset (press and hold volume control >10 sec.)

If you do not have access to Service Portlet via the Group Retail Portal, then please open a ticket to the Audi connect Technical Support Team via <https://audi.zendesk.com/>.

## Warranty

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

## Additional Information

All part and service references provided in this TSB (2063290) 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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