



Technical Service Bulletin

**91 Audi connect: Traffic Light Information is No Present in Cluster DIS
91 22 63 2065673/1 January 8, 2022.**

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, Q7, and S Q7	2016-2017	All	Not Applicable

Condition

Customer states:

- The Traffic Light Information system is no longer present in the instrument cluster's driver information system (DIS).

And

- The customer has an active Audi connect PRIME subscription.

Technical Background

The Traffic Light Information Online (TLIO) system was updated to provide a higher level of security between the vehicle and the backend server. This new security authentication service is not compatible with the early MIB2 vehicles with Cluster 6 software. Cluster 6 software was installed into MY17 A4 and Q7 vehicles between CW22/16 and CW45/16 by the factory. Only vehicles produced during this period are affected.

Production Solution

Not applicable.

Service

Check for TLIO Service Activation

The TLIO system can only function in a vehicle if the Audi connect PRIME services are active.



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First, verify that the TLIO license is active in the MMI by navigating to *Home >> Audi connect >> Right Drawer >> License Subscription* (Figure 1).

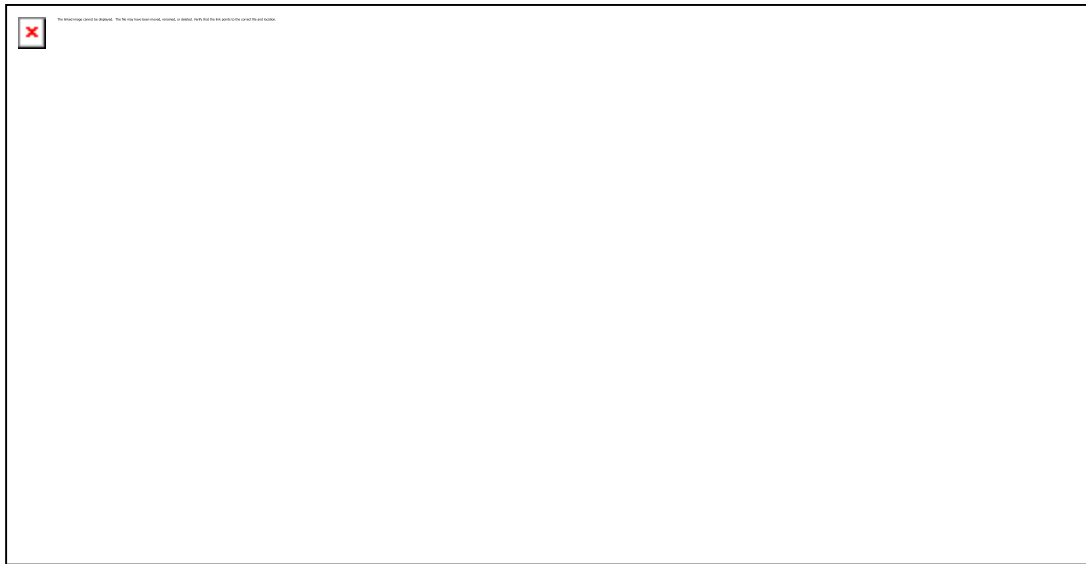


Figure 1. License subscription menu option in red.

After TLIO Service Verification

- If the customer does not have an active TLIO license, **this bulletin does not apply.**
- If the vehicle was built before May 29, 2016, then the TLIO service is not compatible with the MMI software installed by the factory, and **this bulletin does not apply. There is no update available at this time to enable this feature.**
- If the customer would like to utilize the TLIO system, verify that the area where the vehicle is being operated has TLIO service. See the table below.

Metro Area	Approx. Intersection Count
Atlanta (Johns Creek)	32
Chicago (Kane County)	69



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Dallas (Flower Mound, Frisco, Plano)	234
Denver (Aurora, Boulder, CDOT, Centennial, Fort Collins, Greenwood Village, Lakewood, Littleton, Thornton)	813
Detroit (Washtenaw County)	29
Gainesville, FL (City of Gainesville)	116
Houston (Sugarland)	39
Jacksonville, FL (City of Jacksonville)	242
Kansas City, MO (Belton, Blue Springs, Fairway, Independence, Merriam, Mission, Olathe, MoDOT)	253
Las Vegas	931
Los Angeles (Arcadia, City of LA, Santa Clarita)	523
Miami, FL (FDOT District 6, Broward County)	634
New York (Bronx, Brooklyn, Manhattan, Queens, Staten Island, White Plains)	10,993
Orlando (City of Orlando, Seminole County)	611
Philadelphia, PA	829
Phoenix (Mesa, Phoenix)	1,119
Piedmont Triad (Greensboro)	183
Portland (Beaverton, Clackamas County, Clark County, WA, Gresham, ODOT, Oregon City, Portland, Vancouver, WA, Washington County, Wilsonville)	1,119
San Francisco Bay Area (Palo Alto, San Francisco County, Walnut Creek)	786
St Louis, MO (MoDOT - St. Louis District, St. Charles County, St. Louis County)	735
Tampa (City of Tampa)	241



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Washington DC Metro (D.C., VDOT)	1,647
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- Ask the customer to purchase Audi connect PRIME using the GEN1/GEN2 Audi connect subscription portal found at <https://www.myAudiconnect.com>. Please be aware that the login credentials used here are unique and are not the same as the myAudi login credentials. The customer will need to create an account if they have not done so in the past. If the VIN cannot be added to their account, please have them reach out to the subscription support team at (877) 505-AUDI (2834).

No Traffic Light Information is Present with an Active License and in Active TLIO Region

- Verify that the car has a production date between May 29, 2016, and October 5, 2016.
- Ensure the cluster DIS does not show a traffic light that is greyed out.
 - If the traffic light is greyed out, the TLIO service is working in the vehicle but is not receiving any TLIO data. Thus, **this bulletin does not apply**. TLIO data is only received when approaching or driving through an active intersection with TLIO connectivity to the backend.
 - If there is no grey traffic light, the car is within 5-10 miles of an active traffic light, and other cars at the dealership show a grey traffic light, then proceed to the next step.
 - If there is no grey traffic light, the car is not within 5-10 miles of an active traffic light, and no other cars at the dealership show the grey traffic light, then drive the car within 5-10 miles of a known active traffic light. This can be confirmed by driving a known working vehicle near an active traffic light.
- If the two conditions listed above can be confirmed (vehicle falls within production period and no traffic light is seen), this vehicle will be affected by the security update issue.
- There is currently no fix for the vehicle, and no repair attempts should be performed.
- The issue will be resolved automatically in the backend sometime in the first quarter of 2022.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.
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	<ul style="list-style-type: none">If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	0039		
Labor Operations:	Check for License Activation	9196 0199	10 TU
Diagnostic Time:	GFF – Checking and clearing fault codes included in existing labor operations	0150 0000	The time stated on the diagnostic protocol (Max 20 TU)
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2065673/1		

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.

Required Parts and Tools

Additional Information

All part and service references provided in this TSB (2065673) 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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