



Technical Service Bulletin

00 Service info: workshop mode with Audi connect vehicles

00 23 73 2061669/2 September 13, 2023. Supersedes Technical Service Bulletin Group 00 number 20-43 dated December 10, 2020, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2014 – 2025	All	With Audi connect

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (added new model years)
1	12/10/2020	Initial publication

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



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Not applicable.

Service

NOTICE

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.
- 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.



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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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