



# Technical Service Bulletin

---

## 91 Audi connect does not function after 91DZ campaign (MY22 e-tron GT)

91 23 29 2068824/2 September 15, 2023. Supersedes Technical Service Bulletin Group 91 number 22-56 dated December 8, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron GT, and RS e-tron GT	2022	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Condition</i> (added SOS button will be red/off) Revised <i>Technical Background</i> (made clarifying statements) Revised <i>Service</i> (removed short-term solution and added long-term solution) Revised <i>Warranty</i> (added GFF time stated on log)
1	12/08/2022	Initial publication

The customer states the Audi connect services in the MMI and the myAudi app no longer function after the 91DZ campaign was completed. The SOS button LED is not green (e.g., RED or OFF).

## Technical Background

The 91DZ campaign updates three major control models in the vehicle: the Infotainment control module (J794), the On-Board Diagnostic Interface control module (J533), and the ConBox control module (J949). Once each control unit is updated, a new software coding container is assigned, and it is from this container that the parameter settings and coding values are derived. An incorrect coding container is given to the On-Board Diagnostic Interface control module (J533) and causes the coding to be incorrect for Audi connect.

Early-built e-tron GT vehicles, produced before CW36 of calendar year 2021, utilized an older Audi connect backend server for online connectivity. Since then, all vehicles now use a newer Audi connect backend server.

The On-Board Diagnostic Interface control module (J533) coding contains a byte with a bit configuration that determines which backend the vehicle should use, either the older or the newer backend server. Only e-tron GTs built before CW36/21 must still point to the older Audi connect backend server. The older backend server will automatically redirect all vehicle communication to the newer backend. This scenario is unique only for these vehicles.

## Production Solution



# Technical Service Bulletin

---

A new coding container will be assigned to the SVM code used during the 91DZ software update.

## Service

It is important to note that manual coding of the On-Board Diagnostic Interface control module (J533) is no longer required.

**Short-term solution:** No longer necessary.

**Long-term solution:** Allow ODIS to automatically code the On-Board Diagnostic Interface control module (J533) using the Guided Functions: SVM Check Module Configuration test plan.

1. Start ODIS and select Guided Fault Finding (GFF).
1. Once all of the modules have loaded, right click on the Diagnostic Address 0019 – Data Bus On-Board Diagnostic Interface (J533).
2. Select “Guided Functions.”
3. Select “SVM Check Module Configuration.”

If at any time after this process, the Audi connect system does not function correctly, open a ticket with the Digital Business Support team via the web ticketing system <https://audi.zendesk.com>.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	9107		
<b>Damage Code:</b>	0039		
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 80 TU)
<b>Claim Comment:</b>	As per TSB 2068824/2		

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.

## Additional Information



# Technical Service Bulletin

---

All part and service references provided in this TSB (**2068824**) 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.

©2023 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.