

# Technical Service Bulletin

## 91 Audi connect GEN2: Vehicle Code Entry Fails for Key User with message "Query user list manually"

91 16 94 2045540/2 December 7, 2016. Supersedes Technical Service Bulletin Group 91 number 16-79 dated October 5, 2016 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, Q7	2016 - 2019	All	With Audi connect

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Condition</i> (Removed MMI connect app condition because it is covered under TSB 2044853) Revised title (Removed MMI connect app) Revised <i>Service</i> (Added software update and hardware replacement options) Revised <i>Warranty</i> (Added new labor operations)
1	10/05/2016	Initial publication

The customer complains of one of the following conditions:

- The customer sees the warning message "There is currently no user list available" (Figure 1) when accessing the Audi connect user management screen in the MMI and cannot enter the vehicle code to become key user.

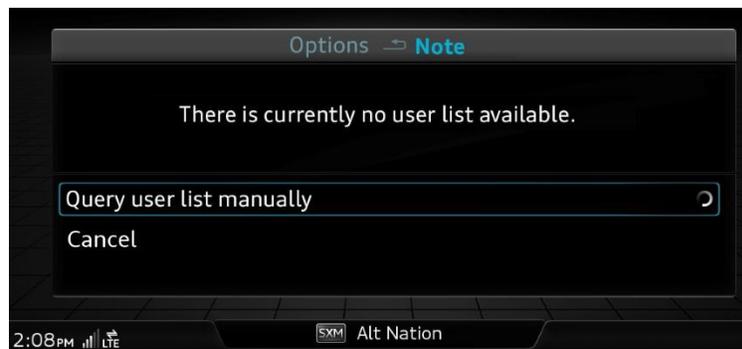


Figure 1. Warning message.



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## Technical Background

The connected databus diagnostic interface (J533) (address word 0019), or connected gateway, needs the following requirements to be true before allowing the Key User setup with the vehicle code entry:

1. The MMI must have a good GPS reception because the time provided by the GPS signal is used by the connected gateway when it syncs to the Audi connect server.
2. The connected gateway must have a good signal strength to the mobile data network. This can be verified by looking at the LTE strength in the MMI. The connected gateway has its own telephone module, embedded SIM, and antenna. The MMI signal strength can be used as a reference only.

If all of these are true and the customer experiences the conditions listed above, and there is no open campaigns, then proceed with the repair. If there are open campaigns, then complete the software updates provided in the open campaigns, specifically the 64E1 – Software Update package, because a gateway software update is included in this package.

## Production Solution

Optimized software for the connected data bus diagnostic interface (J533) (address word 0019) was introduced into production starting with vehicles produced in July 2016.

## Service

### Overview of Repair:

The connected gateway software will need to be updated and in some cases the hardware may need to be replaced. The customer's vehicle code and myAudi user name will need to be used to setup the Key User if the customer is not already Key User. Replacing the connected data bus diagnostic interface (J533) (address word 0019) will not resolve the condition.

### Required equipment:

- Customer's vehicle code (F-PIN).
- Customer's myAudi user name (email address used when registering for myAudi).
- Customer's myAudi password (if testing MMI connect functionality). The customer has the option to log in to the MMI connect app on a dealership employee's phone for testing.

### Time to complete process:

- Software Update only: Approximately 60 minutes (30 minutes for the software update).
- Replacement of Gateway & Software update: 2hrs (30 minutes for software update).



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## Repair Procedure:

1. Determine if the software update of the connected databus diagnostic interface, J533 (address word 0019) can be performed.

### If the hardware version is H0011 and the software version is 2079 or 3079:

- Replace the connected databus diagnostic interface, J533 (address word 0019).
- Using Guided Functions, select "Replace control unit".
- If the new replacement part does not have software version 4079 or higher, the control unit must be updated using the SVM update instructions below.

### For other hardware versions and all other software versions less than 4079:

- Update the connected data bus diagnostic interface, J533 (address word 0019) using the SVM update instructions below:

To access SVM, within ODIS start *GFF >> Diagnosis >> Special functions >> Software Version Management >> SVM code input.*



### Note:

Due to the sensitive data transfer during the update, the update must be performed via USB cable. If Bluetooth is used, the update will fail and make the hardware inoperable. Replacement of hardware due to a failed update with Bluetooth will not be covered under warranty.

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version	SVM Code Input
A4	4M1907468A Or 4M1907468	All	4M1907468A Or 4M1907468	4079	19A010
	8W5907468C 8W6907468C 8W7907468C 8W8907468C	All	8W5907468C 8W6907468C 8W7907468C 8W8907468C	1299	
Q7	4M1907468A 4M2907468A	All	4M1907468A 4M2907468A	4079	

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	8W6907468 8W8907468		8W6907468 8W8907468		
	8W5907468C 8W6907468C 8W7907468C 8W8907468C	All	8W5907468C 8W6907468C 8W7907468C 8W8907468C	1299	

2. After the update is complete, park the vehicle outside the shop where there is a good to very good mobile network reception and GPS reception.
3. Switch the ignition on and allow the MMI to fully initialize.
4. Switch the MMI to the Navigation map view and use the MMI Knob to select the right option drawer >> Scroll down to “Save Current Position” >> then view the number of received satellites.
5. Wait until the MMI shows a minimum of “4” satellites. Once the four satellites are received, then go to the next step. A strong GPS signal is required for the vehicle location and time.
6. Go to the Audi connect user management screen by navigating to: *MENU >> Audi connect >> Right option >> Audi connect user management.*
7. Select “Key user” (Figure 2). If the customer’s user name is already entered in the MMI then step 7-10 can be skipped. Proceed to step 11.



**Figure 2.** User management menu.

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8. Select “Set key user” (Figure 3).



**Figure 3.** Set key user.

9. Enter the customer’s vehicle code (Figure 4) and myAudi user name (email address) and select “Log in” (Figure 5).



**Figure 4.** Vehicle code (F-PIN)



**Figure 5.** Log in.

10. Once the message appears indicating the registration was successful, turn off the vehicle ignition.

11. Next, test the MMI connect app functionality (only possible with ignition off). Open the MMI connect app and navigate to the “Warning messages” section and select the refresh arrow. If the time on the app refresh says “Now” after the update then the communication was successful.



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12. If the Remove Vehicle Services are still not functional, then please contact the Audi Dealership Technical Assistance Center.

## MMI connect app FAQ for remote services:

- Q. When does the app send a signal to the car to refresh data?
- A. When using Remote Lock/Unlock or when refreshing the Warning messages. Using the Vehicle status report, Service & Checks, Valet alert, Geofencing alert, and Speed alert only retrieves data from the Audi connect server and **does not send any refresh signal to the car.**
- Q. How does the MMI connect app communication work with the vehicle and the Audi connect server?
- A. The MMI connect app and myAudi portal only interface with the Audi connect server. There is no direct connection between the vehicle and the app or portal. The Audi connect server sends an SMS message to the vehicle to wake the vehicle up anytime new data is requested (see previous topic). Once the vehicle is awake the connected gateway will make a 3G data connection to the Audi connect server and send the updated data.
- Q. When does the vehicle send data to the Audi connect server?
- A. When the vehicle is turned off and locked or when a request is sent to the vehicle from the Audi connect server.
- Q. Under which conditions does a request for data not get sent to the Audi connect server?
- A. If the connected gateway does not have a 3G data connection, if the vehicle's ignition is on, if the data connection is possible but has poor signal strength, or if the Audi connect server is offline due to maintenance.
- Q. The Remote Lock and Unlock fails to work sometimes. What causes this?
- A. If the vehicle is in a poor data signal area (underground parking structure), remote location, near a major city event (Ball game, concert, etc), then the car must respond to the server within 1-2 minutes after the request is made by the user to confirm the request was completed. If the vehicle is unable to perform the data connection within the allotted time then the request will be canceled. Additionally, if the car is on or being driven the RLU does not function.



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Q. The customer assigned another member of the family as a secondary user of the vehicle. What features can the secondary user not use?

A. A secondary user has the ability to use all remote service functions, including RLU, except for setting or removing Speed, Valet, or Geofencing Alerts.

Q. The customer has reported the vehicle stolen and they are a Key User of the vehicle. How do they use the Stolen Vehicle Locator?

A. The customer must have a police report filed. The customer or the officer can contact the Audi SVL call center at 877-210-9423 and provide the police report. Once the report is verified, the vehicle tracking will be initiated and sent to the police officer.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered Vehicles – Verify Owner.</li> <li>• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9035		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	<b>If software update is already covered under open campaign:</b>		
	Check functionality	9035 9999	50 TU
	<b>For hardware version H0011 and software version 2079 or 3079 (and not covered under campaign):</b>		
	Replace data bus control unit	9035 5550	See Elsa
	Check functionality	9035 9999	50 TU
	<b>For other hardware versions and all other software versions less than 4079 (and not covered under campaign):</b>		
Check functionality	9035 9999	50 TU	



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<b>Diagnostic Time:</b>	GFF (Software Update - allowed only if vehicle is not covered by campaign)	0150 0000	Time stated on diagnostic protocol (Max 150 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure (allowed only if vehicle is not covered by campaign)	0121 0004	10 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
<b>Claim Comment:</b>	As per TSB #2045540/2		

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.

## Required Parts and Tools

Part Number	Part Description	Quantity
See ETKA	Diagnosis interface for data bus (gateway)	1 (if required)

## Additional Information

All parts and service references provided in this TSB (2045540) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information. The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2043037, *91 Audi connect Gen2: Key User, AcVDM, Vehicle Code, & myAudi PIN Troubleshooting*.

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