Technical Service Bulletin

91 Audi connect is not functioning and the message "Please wait.." continually appears

91 16 27 2042942/1 January 26, 2016.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017	All	With Audi connect

Condition

- The Audi connect Gen 2 system does not function.
- The message "Please wait…" continually appears (Figure 1).
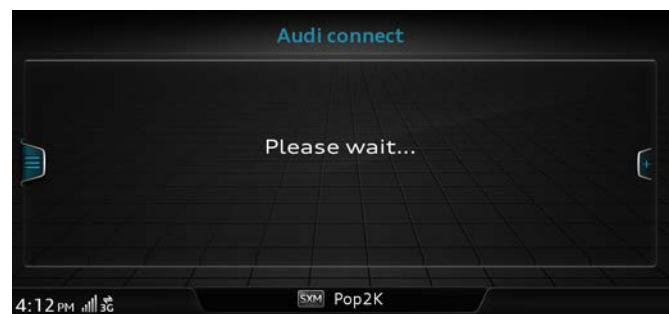- The system might only receive a 3G cellular connection in areas with strong 4G LTE reception.

Figure 1. *"Please wait…" message.*

Technical Background

It is possible that the Audi connect configuration is incorrect due to a communication issue with the backend server in Germany. A full factory reset of the MMI system is required to fix the incorrect configuration, as a factory reset of only the Audi connect settings may not correct the issue.

Production Solution

Not applicable.

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Service

Perform a full factory reset of the MMI system using the following instructions. Note that this process will clear all customer configurations in the MMI system.

1. In the MMI settings, select "Factory settings", then "Select all entries" (Figure 2).
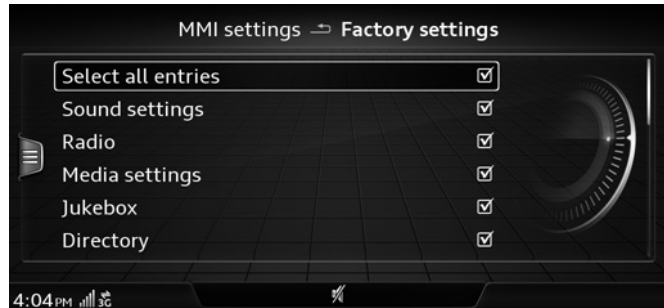

Figure 2. Choose "Select all entries".

2. Next, select "Restore factory settings" (Figure 3).

   The MMI screen will retract after about 10-15 seconds, then the system will take 1-2 minutes to fully reset.

   After the reset, the screen will open. If the screen fails to open after two minutes, press down on the volume knob to force the system to power on.
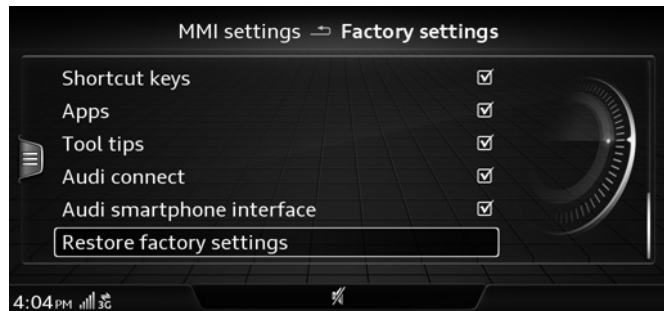

Figure 3. Select "Restore factory settings".

3. After the system is able to receive a full LTE connection (showing data arrows on top of the LTE symbol), navigate to and select Audi connect. In some cases, the LTE icon may not show after a full factory reset, but the MMI system is able to retrieve data from Audi connect. If this condition occurs, allow the vehicle to go through an ignition sleep cycle (turn ignition off, close all windows, lock car, and allow it to sit for two minutes and then turn ignition back on).

4. Allow the system to retrieve new licenses from the backend server. It can take up to 60 seconds for the Audi connect information (weather, fuel, price, traffic, etc.) to fully load.

5. Confirm that the issue is resolved. If the issue persists, contact the Audi connect customer/dealer service center at 1-888-545-9434.

   When contacting the support center, have the following three pieces of information ready:

   - **Vehicle VIN**

   - **ICCID number** (Also known as the SIM card serial number of the 5F-Information control unit 1. The ICCID is located in an MVB labeled "Internal SIM card identification". The ICCID is a 20-digit number that begins with "8901170".)

- **IMEI number** (Also known as the telephone serial number of the 5F-Information control unit 1. The IMEI is located in an MVB labeled "Telephone serial number". The IMEI is a 15-digit number that begins with "3549140".)

If the Audi connect support center is unable to help, contact TAC.

Warranty

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

Additional Information

All parts and service references provided in this TSB (2042942) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.