

# Technical Service Bulletin

## PSS 91 Audi connect GEN2: Remote Vehicle Services INOP or Cannot Enter Vehicle Code for Key User

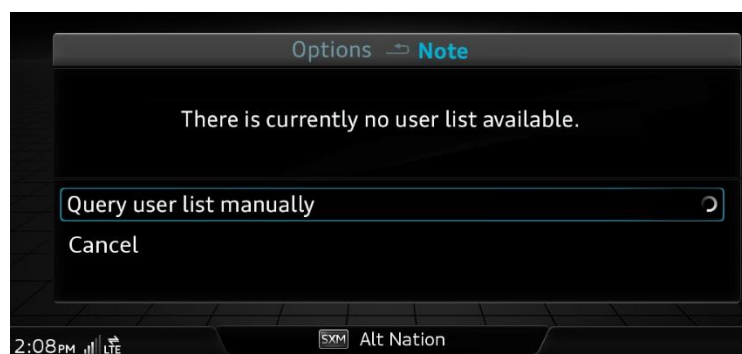
91 16 80 2045570/1 October 5, 2016.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, Q7	2016 - 2017	All	With Audi connect

## Condition

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.

- The Remote Lock/Unlock (RLU), Alerts, vehicle status, or warning messages cannot be refreshed in the MMI connect app nor through the myAudi web portal.



# Technical Service Bulletin

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## Technical Background

The connected data bus diagnostic interface (J533) (address word 19), 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 update.

The customer complaint is created when the connected gateway logs off the mobile data network due to a known software concern. When this occurs, the connected gateway cannot communicate with the Audi connect backend server (MBB) despite the car being parked in an area where the mobile data network provides a strong signal. This can be a static condition that does not change when cycling the ignition nor when allowing the vehicle to go through a sleep cycle.

## Production Solution

Optimized software for the connected data bus diagnostic interface (J533) (address word 19) was introduced into production starting with vehicles produced in July 2016.

## Service

Follow TSB 2045540 91 *Audi connect GEN2: Vehicle Code Entry Fails for Key User Setup or RLU, Veh. Status, Warning Messages Fail to Update.*

This issue is only temporarily resolved after following the repair procedure, it can return. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under Related Links>>Service), or through the Technical Assistance page in Elsa.



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## 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>Diagnostic Time:</b>	GFF	0150 0000	10 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 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 #2045570/1		

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.

## Additional Information

All parts and service references provided in this TSB (2045570) 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(s) will be necessary to complete this procedure:

- TSB 2043037, *91 Audi connect Gen2: Key User, AcVDM, Vehicle Code, & myAudi PIN Troubleshooting.*
- TSB 2045540, *91 Audi connect GEN2: Vehicle Code Entry Fails for Key User Setup or RLU, Veh. Status, Warning Messages Fail to Update.*

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