



Technical Service Bulletin

91 Audi connect: Warning in MMI "Data connection is not possible for Audi connect" or "Data Service is not available"

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2013 - 2015	All	Mobile phone preparation
A5 cabriolet	2013 - 2015	All	Mobile phone preparation
A6, A7	2012 - 2015	All	Mobile phone preparation
A8	2011 - 2015	All	Mobile phone preparation
Q5	2013 - 2015	All	Mobile phone preparation
Q7	2012 - 2015	All	Mobile phone preparation

Condition

The customer is a T-Mobile subscriber and sporadically sees one of the following messages when using Google Earth, Online destination search, or any other Audi connect service in the vehicle:

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For A4, A5, Q5, or Q7 models and their variants, the warning message of “Data connection is not possible for Audi connect. Possibly no SIM card is inserted. For further information go to www.audi.com/connect” is shown in the MMI with a T-Mobile SIM card (Figure 1).



Figure 1. MMI warning message for A4, A5, Q5, or Q7.

For A6, A7, Q3, or A8 models and their variants, the warning message of “Data is not available. Please insert your SIM card” is shown in the MMI with a T-Mobile SIM card (Figure 2).



Figure 2. MMI warning message for A6, A7, Q3, or A8.

Technical Background

Audi connect GEN1 customers using T-Mobile MNO (Mobile Network Operator) removable SIM cards can sporadically experience the condition listed above despite having a strong 3G data connection. The customer will notice the data connection returns immediately after selecting “OK” or “Cancel” (depends on the Audi model; see Figure 1 & 2).

If the data connection does not return and the issue is static, then it is possible the car is being driven in an area with poor reception or no data connection possible. Additionally, if the issue is static, the customer’s subscription may have expired. Verify the customer’s subscription via the Audi connect subscription portal using a dealer

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account, <http://www.myaudiconnect.com>. Currently the sporadic condition listed above only occurs with customer vehicles using the T-Mobile MNO. AT&T MNO customers are not affected.

How to identify T-Mobile SIM cards from AT&T SIM cards:

T-Mobile SIM cards are mostly blank and will only have the ICCID serial number listed on the top of the SIM card.

AT&T SIM cards will have the Audi logo and ICCID serial number listed on the top of the SIM card (Figure 3).



Figure 3. Audi connect SIM cards

Audi connect GEN1 MNO Providers:

Models	Model Year	MNO Provider
A4 B8, A5, Q5 (MMI3G+)	2013-2015	T-Mobile
Q7 (MMI3G+)	2012-2015	T-Mobile
A6, A7 (MMI3G+)	2012-2015	T-Mobile
A8 (MMI3G+)	2011-2015	T-Mobile
A3 (MIB1)	2015-2019	AT&T
A4 B8, A5, Q5 (MMI3G+)	2016	AT&T
A5, Q5 (MMI3G+)	2017	AT&T
Q3 (MMI3G+)	2015-2018	AT&T
Q7 (MMI3G+)	2016	AT&T



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A6, A7 (MIB2)	2016-2018	AT&T
A8 (MMI3G+)	2016-2017	AT&T



Tip:

Customers which have had the T-Mobile turndown update for the telephone module were given the option to switch to AT&T. As a result, T-Mobile vehicles listed above may have AT&T SIM cards provided by Audi.

Production Solution

Not applicable.

Service

If the issue is sporadic for the customer, please advise the customer that the issue is being investigated by Audi of America. Currently there is no solution. Replacing the customer's SIM or the MMI hardware will not resolve the customer's concern. Please postpone any repairs at this time.

Warranty

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

Additional Information

All parts and service references provided in this TSB (2045580) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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