

Technical Service Bulletin

91 Audi connect GEN2: Audi connect INOP with No LTE Symbol in MMI screen

91 16 83 2045614/1 October 11, 2016.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|----------|-------------|-----------------|--|
| Q7 | 2016 - 2017 | 026335 - 026335 | Information electronics control module 1 |
| Q7 | 2016 - 2017 | 026472 - 026472 | Information electronics control module 1 |
| Q7 | 2016 - 2017 | 026442 - 026442 | Information electronics control module 1 |
| Q7 | 2016 - 2017 | 026457 - 026457 | Information electronics control module 1 |
| Q7 | 2016 - 2017 | 026416 - 026416 | Information electronics control module 1 |
| Q7 | 2016 - 2017 | 028167 - 028167 | Information electronics control module 1 |
| Q7 | 2016 - 2017 | 026496 - 026496 | Information electronics control module 1 |
| Q7 | 2016 - 2017 | 026443 - 026443 | Information electronics control module 1 |
| Q7 | 2016 - 2017 | 026469 - 026469 | Information electronics control module 1 |
| Q7 | 2016 - 2017 | 026436 - 026436 | Information electronics control module 1 |
| Q7 | 2016 - 2017 | 026495 - 026495 | Information electronics control module 1 |
| Q7 | 2016 - 2017 | 026473 - 026473 | Information electronics control module 1 |

Condition

The customer complains that Audi connect is inoperative in the MMI and there is no LTE symbol in the lower left hand corner of the MMI (Figure 1).

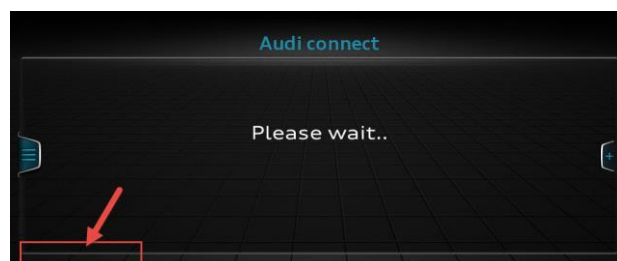


Figure 1. No LTE symbol in MMI.



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Technical Background

The incorrect hardware was installed at the factory which prevents the MMI from registering with AT&T. When the MMI is first powered on after coming out of transport mode, the system may show a 2G/3G/4G signal instead of an LTE symbol during the registration process with AT&T.

After the MMI is registered and has gone through an ignition sleep cycle, or terminal 30 reset, the MMI will establish a new connection to AT&T using LTE from that point on if a strong signal is available. Once the LTE connection is made the registration is complete. Registration only happens once, unless the MMI hardware is replaced.

Production Solution

The correct hardware is installed now in series production.

Service

This service bulletin is only released for specific vehicles. If this bulletin is not showing for a customer's vehicle with the same complaint, then please contact TAC before performing any repairs.

- If this bulletin is showing for the customer's vehicle then please replace the Information Electronics Control Unit 1 (J794) (address word 5F). If this repair has already been performed previously in the past, then please contact TAC.
- Ensure the proper Guided Functions Test Plan is executed to "Replace control module". This will ensure the SVM coding, parameterization, calibration, and activations are performed.

After the new module is installed, Audi connect will still NOT work:

- Ensure the "LTE" symbol is seen after the 2nd ignition sleep cycle. The first ignition on cycle will show only "3G or 4G". Once the vehicle is left to go to sleep with ignition off, the next ignition cycle the MMI will show "LTE". If no symbol is seen then please contact TAC.
- Ask the dealer Audi Brand Specialist (ABS) or customer to complete the Audi connect subscription registration in <http://www.myaudiconnect.com> or complete the "myAudi Combined Owner Registration" listed under *AccessAudi (iAudi) >> App Links >> Audi connect*. This will allow the car to start the free 6-month Audi connect Trial. If the ABS or customer is unable to complete this, then please contact the Audi connect dealers support center: 1-888-545-9434.



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Warranty

| | | | |
|--------------------------|---|--------------|---|
| Claim Type: | <ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only. | | |
| Service Number: | 9196 | | |
| Damage Code: | 0012 | | |
| Labor Operations: | ECM information display control head replace | 9196 5500 | 30 TU |
| Diagnostic Time: | GFF | 0150 0000 | Time stated on diagnostic protocol (Max 100 TU) |
| | Road test prior to service procedure | No allowance | 0 TU |
| | Road test after service procedure | 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) | | |
| Claim Comment: | As per TSB #2045614/1 | | |

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.



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Required Parts and Tools

| Part Number | Part Description | Quantity |
|---------------|---|----------|
| 4M0 035 027 B | Information electronics control module 1 (with Top Cluster) | 01 |
| OR | | |
| 4M0 035 890 B | Information electronics control module 1 (with Virtual Cockpit Cluster) | 01 |

Additional Information

All parts and service references provided in this TSB (2045614) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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