



Technical Service Bulletin

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

91 16 86 2045614/3 October 18, 2016. Supersedes Technical Service Bulletin Group 91 number 16-84 dated October 12, 2016 for reasons listed below.

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
Q7	2016 - 2017	026448 - 026448	Information electronics control module 1
A3	2017	036400 -036400	Information electronics control module 1
A3	2017	036450 - 036450	Information electronics control module 1
A3	2017	032571 - 032571	Information electronics control module 1
A3	2017	028626 - 028626	Information electronics control module 1
A3	2017	028544 - 028544	Information electronics control module 1
A4	2016 - 2017	035591 -035591	Information electronics control module 1
A4	2016 - 2017	032810 -032810	Information electronics control module 1
A4	2016 - 2017	032818 -032818	Information electronics control module 1

Technical Service Bulletin

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Required Parts and Tools</i> (Added A3 and A4 parts) Revised <i>Service</i> (Added clarification about retail sold, demo mode, and added separate A3 repair step)
2	10/12/2016	Revised <i>Header data</i> (Added new VINs; added A3 & A4 models) Revised <i>Service</i> (Added clarification of Terms & Conditions acceptance) Revised <i>Condition</i> (Added note about signal bars)
1	10/11/2016	Initial publication

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).

! Note:

The signal bars may be present.



Figure 1. No LTE symbol in MMI.

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 a terminal 30 reset. The MMI will establish a new connection to AT&T using LTE from that point on but only if a strong signal is available. Once the LTE connection is made, the registration with AT&T is complete. Registration only happens once, unless the MMI hardware is replaced.



Technical Service Bulletin

Production Solution

The correct hardware is installed is 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.
- Once the Information Electronics Control Unit 1 (J794) (address word 5F) is replaced, 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 until the Terms & Conditions are accepted in the Audi connect subscription portal (<http://www.myaudiconnect.com>) only if the car is marked retail sold in the DMS. If the car is not marked retail sold in the DMS then dealer demo mode will be active:

- Ensure the "LTE" symbol is seen after the 2nd ignition sleep cycle. The first ignition on cycle will show only "3G or 4G" during the initial registration with AT&T. Once the vehicle is left to go to sleep with ignition off (roll windows up and lock doors and wait three minutes), the next ignition cycle the MMI will show "LTE". If no data symbol is seen in the lower left hand corner of the MMI screen then please contact TAC.
- If the vehicle is not marked retail sold then dealer demo mode should be active and Audi connect should work at this point. Once the vehicle is marked retail sold, dealer demo mode will be deactivated and the embedded SIM will not be able to receive data until the customer accepts the Terms & Conditions in the Audi connect subscription portal.

For 2017 A3:

- If an LTE connection is able to be established, the next step is to accept the Terms & Conditions in the Audi connect subscription portal (<http://www.myaudiconnect.com>). Once the T&C's are accepted the user must select "Start Audi Trial" in the Audi connect subscription portal before the embedded SIM will be activated and allowed to use data.

For 2017 A4 & Q7:

- If an LTE connection is able to be established, and if not already completed, please ask the dealer Audi Brand Specialist (ABS) or customer to complete the Audi connect subscription registration in using the "myAudi Combined Owner Registration." It is listed under *AccessAudi (iAudi)* >> *App Links* >> *Audi connect*. Part of this procedure includes accepting the Terms & Conditions in the Audi connect subscription portal. Accepting the T&C's 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 at: 1-888-545-9434.



Technical Service Bulletin

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:	2017 Q7:		
	ECM information display control head replace	9196 5500	30 TU
	2017 A3:		
	ECM information display control head replace	9196 5500	30 TU
	2017 A4:		
	Glove compartment remove + reinstall	6815 1900	50 TU
	ECM information display control head replace	9196 5550	40 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)		



Technical Service Bulletin

Claim Comment:	As per TSB #2045614/3
-----------------------	-----------------------

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 (A3)	Part Description	Quantity
8V0 035 039 B	Information electronics control module 1 (with Top Cluster)	01
Part Number (A4)	Part Description	Quantity
8W0 035 890 A	Information electronics control module 1 (with Virtual Cockpit Cluster)	01
Part Number (Q7)	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.

©2016 Audi of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.