

Technical Service Bulletin



91 Drive select, ACC, cruise control, navigation, Bluetooth, smartphone interface, or voice recognition not available

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2015 - 2018	All	Not Applicable
A4, Q7, R8	2017 - 2018	All	Not Applicable
A6, A7, TT	2016 - 2018	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised title Revised header data (Added DTCs) Revised <i>Condition</i> (Added DTC) Revised <i>Technical Background</i> (Updated entire section) Revised <i>Service</i> (Completely updated step 1)
2	04/14/2016	Revised title Revised header data (Added models and model years) Revised <i>Condition</i> (Added condition and image) Revised <i>Technical Background</i> (Updated list of functions; added Note) Revised <i>Service</i> (Completely revised)
1	11/17/2015	Initial publication

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The customer complains of one or more of the following conditions:

- Audi drive select functions cannot be selected (Figure 1).
- Cruise control does not work (in A3, TT, R8, B9, or Q7 only) and **DTC P161200** (ECM incorrect coding) is stored in one or more of the control units on the Powertrain CAN bus (address word 03 (ABS), address word 01 (ECM), etc.).
- Navigation is not activated (Figure 2 and Figure 3).
- Bluetooth is unavailable.
- Audi smartphone interface, including CarPlay or Android Auto, is not available.
- Voice recognition is unavailable (in all cars except A3 cabriolet. For A3 cabriolet, see TSB 2038136).



Figure 1. Audi drive select functions unavailable and greyed-out.

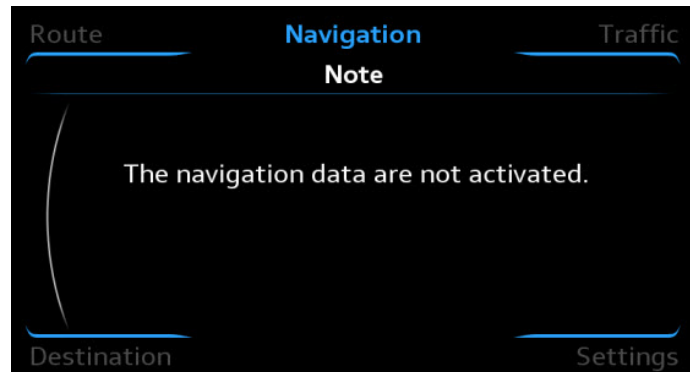


Figure 2. Navigation not activated message (Original MIB HMI)



Figure 3. Navigation not activated message (New MIB2 HMI)

Technical Background

Audi drive select, ACC, regular cruise control, navigation, Audi smartphone interface, Bluetooth, and voice recognition are functions controlled by activation keys, which are stored in certain control units in the vehicle. These activation keys are designed to allow customer to purchase features/functions as an aftersales add-on. Some features are standard in the North American market but optional in other markets, so the activation codes are preprogrammed into the control units when a car for the North American market leaves the factory. The activation keys are stored in an AUDI AG backend server, and can be obtained through the SVM Activations test plan.

The following scenarios can cause the issues listed in the *Condition*:

- Replacement or vehicle-to-vehicle swap of the data bus diagnostic interface (Gateway), J533 (address word 19), without running the SVM Recovery Activation test plan (automatically added in 19-GFF replacement test plan), or if the test plan is executed and fails.
- Replacement of the information electronics control module 1 (MMI), J794 (address word 5F), without running the SVM Recovery Activation test plan (automatically added in 5F-GFF replacement test plan), or if the SVM Activation test plan is executed and fails.
- Replacement of the complete lock set in the vehicle without running the SVM Activations test plan, or if the test plan fails.

! **Note:** Always run the appropriate GFF Replacement test plan for an ECU when replacing the control unit. Do not rely on SVM spec/actual or SVM configuration.

- **DTC P161200** (ECM incorrect coding) is set in one or more of the control units on the Powertrain CAN bus when the ACC or regular cruise control function is not activated in the Gateway. This is by design to indicate to the technician that the feature will not be functional until the activation is completed in the Gateway module.

Production Solution

Not applicable.

Service

- **For MMI related concerns:** Enter the Red Engineering Update menu to view the status of all activation keys of the information electronics control module 1 (MMI), J794 (address word 5F): *Red Engineering Menu >> System >> Activation Keys*. Note that it is not possible to view the activation keys of the data bus diagnostic interface (Gateway), J533 (address word 19) without using ODIS.
 - **For other non-MMI related concerns:** Skip to the repair procedure below.
- **For A3 MIB1:** Hold north-west soft key + BACK button for 5-10 seconds (Press the BACK button first).
 - **For A6, A7 MIB2:** Hold north-west soft key + BACK button for 5-10 seconds (Press the BACK button first).
 - **For TT, R8, B9, Q7:** Hold left NAV toggle UP + right Media toggle DOWN for 5-10 seconds (Press NAV toggle up first).

ACTIVATION KEY DEFINITIONS:

Legal = The activation key is activated in the MMI and the function should be active. If the function remains inactive, contact TAC.

Temporarily withdrawn or Temp illegal = This indicates that the SVM activation test plan was not completed (Figure 4). This status is normal for all parts that have been swapped from a different vehicle. Perform the SVM Activations test plan as indicated below, under *Repair Procedure*.

Illegal = This indicates that the activation key currently stored in the MMI is not for the vehicle in which it is currently installed. This status is normal for all service parts. If the part is original, this can be an indication of a hardware issue. Follow the *Repair Procedure* below.

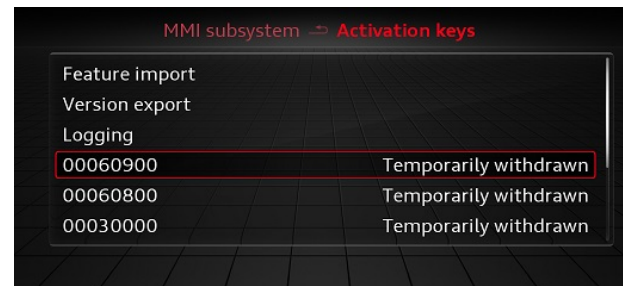


Figure 4. Activation keys showing “Temporarily withdrawn”

Repair Procedure

1. In ODIS, run the SVM Activations test plan at *FLASH >> START FLASH >> SVM Activations >> PERFORM TEST >> -2- Obtain existing activations from server for replacement control module?* (Figure 5). This test plan will recover all activation codes for the MMI and Gateway functions.

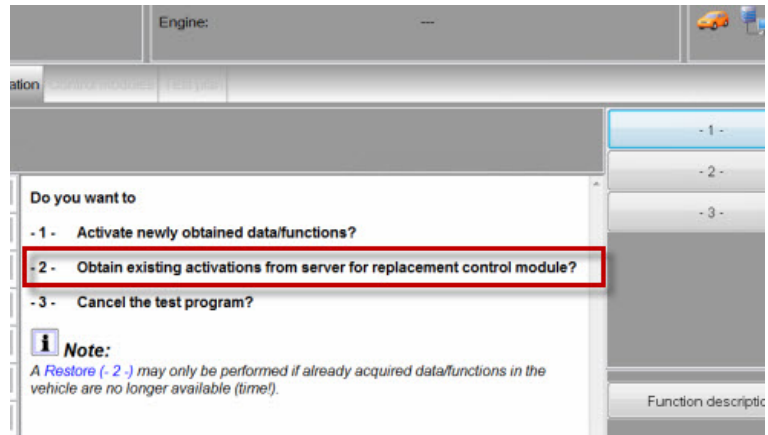


Figure 5. Obtain existing activations from server for replacement control module?

2. When prompted, select “obtain existing activations.”
3. If the complaint persists, reset terminal 30 (for five minutes), then disconnect ODIS, roll the windows up, and lock the car to allow the vehicle systems to go to sleep. Allow the vehicle to sit for at least two minutes before turning on the ignition.

If the issue cannot be resolved, 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 (2042506) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.