

Technical Service Bulletin



91 Audi drive select, cruise control, navigation, Bluetooth, smartphone interface, or voice recognition is not available

91 16 37 2042506/2 April 14, 2016. Supersedes Technical Service Bulletin Group 91 number 15-25 dated November 17, 2015 for reasons listed below.

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
2	-	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

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)
- 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.

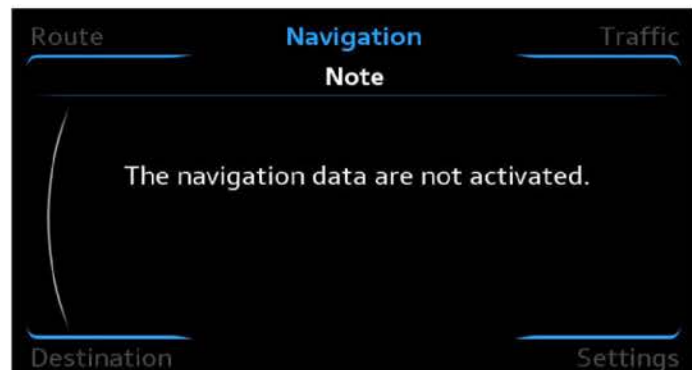


Figure 2. Navigation not activated message (Original MIB HMI)



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

Technical Background

Audi drive select, cruise control, navigation, Audi smartphone interface, Bluetooth, and voice recognition are functions controlled by activation keys, which are stored on 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 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 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 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.

Production Solution

Not applicable.

Service

1. Enter the Red Engineering Update menu to view the status of all activation keys: *Red Engineering Menu >> System >> Activation Keys*
2.
 - **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.

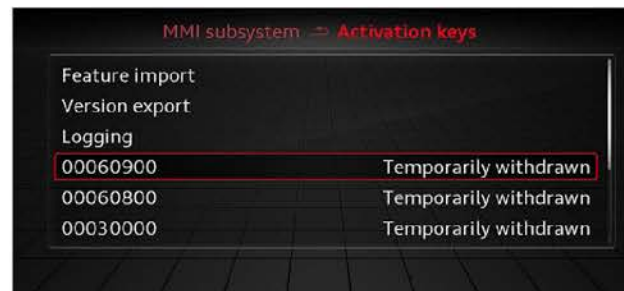


Figure 4. Activation keys showing “Temporarily withdrawn”

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).

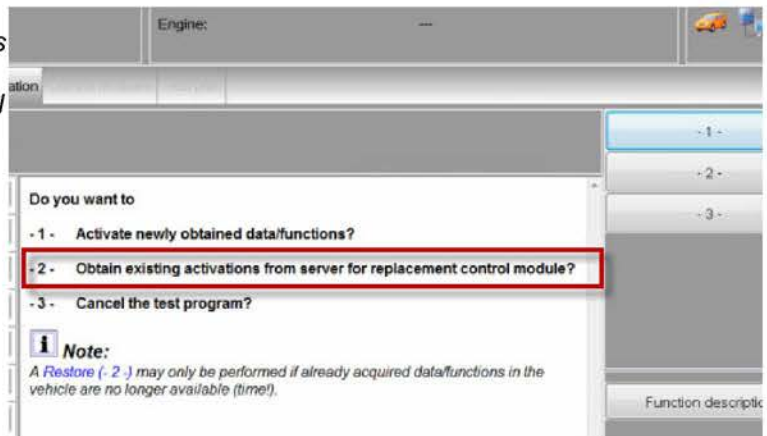


Figure 5. Obtain existing activations from server for replacement control module?

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.