

Technical Service Bulletin

91 Audi Smartphone Interface: Apple CarPlay or Android Auto Does Not Function in the MMI (Activation Instructions)

91 17 08 2046293/2 February 10, 2017. Supersedes Technical Service Bulletin Group 91 number 16-96 dated December 16, 2016 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2017	All	Without ASI

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Technical Background</i> (Added clarification) Revised <i>Service</i> (Added activation steps) Revised <i>Warranty</i> (Added Warranty claim information) Revised title
1	12/16/2016	Initial publication

The customer states that Apple CarPlay & Android Auto do not function in the MMI, with no option in the MMI's connection manager (Figure 1), and the vehicle is a 2017 A3 e-tron with MMI Navigation plus (PR Code 7UG + UE7).



Figure 1. Connection Manager without ASI.

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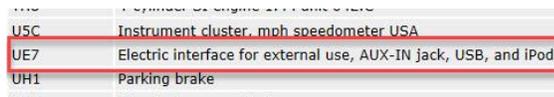
Technical Background

Certain early build 2017 A3 e-tron vehicles were built without the Audi Smartphone Interface (ASI) functionality despite the USB ports present in the vehicle (PR Code UE7). As a result, the MMI connection manager has no option for the “Audi Smartphone Interface” (Figure 1).

The ASI function consists of two major parts, a special Apple approved IC in the USB port and an activation code stored in the MMI. For certain early build 2017 A3 e-tron vehicles, the activations are missing in the MMI. This caused the lack of the ASI function in the MMI, despite the presence of the correct USB ports.

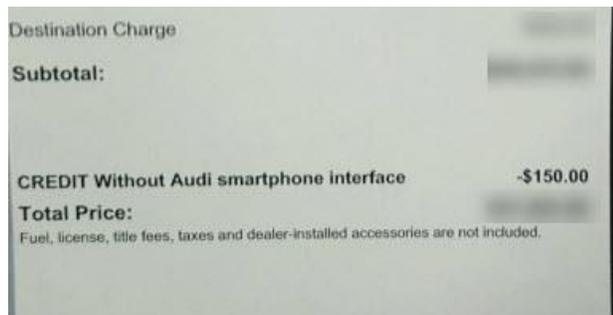
An affected vehicle can be identified by two different methods:

1. Check PR Code in ElsaPro using the Vehicle Data option (Figure 2): the vehicle will have PR code UE7 = Audi Music Interface only (UI7 = ASI)
2. Check the Monroney label: the label on the vehicle will have a \$150 credit for “without ASI” (Figure 3).



USC	Instrument cluster, mph speedometer USA
UE7	Electric interface for external use, AUX-IN jack, USB, and iPod
UH1	Parking brake

Figure 2. Vehicle Data in ElsaPro.



Destination Charge	
Subtotal:	
CREDIT Without Audi smartphone interface	-\$150.00
Total Price:	
Fuel, license, title fees, taxes and dealer-installed accessories are not included.	

Figure 3. Monroney Label Credit.

Production Solution

Not applicable.

Service

The Audi Smartphone Interface can be activated in the MMI using the repair instructions listed below.

Required equipment:

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- ODIS Tester with GeKo-ID & password, and an online connection
- Activation Code, Activation Number, and Activation PIN
- USB Cable and Smartphone (Android or iPhone) for Verification Testing

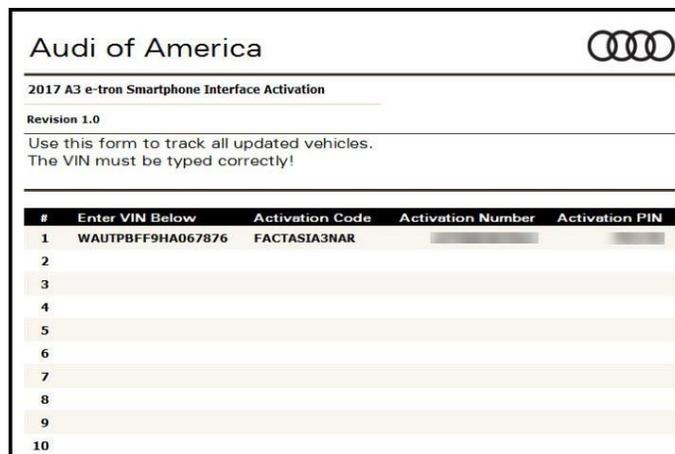
Time to complete update:

- Approximately 20 minutes for Activation
- 2-3 minutes to verify system operation after activation

Repair procedure:

1. First obtain the activation information by following these steps: *ServiceNet >>Technician References>>Audi MMI Scripts>> 2017 A3 e-tron Audi Smartphone Interface Activation*. Then enter the customer’s VIN into the first column of the spreadsheet. You will need the following for the SVM activation:

- Activation Code (Same for all vehicles)
- Activation Number (Unique to each vehicle)
- Activation PIN (Unique to each vehicle)



Audi of America

2017 A3 e-tron Smartphone Interface Activation

Revision 1.0

Use this form to track all updated vehicles.
The VIN must be typed correctly!

#	Enter VIN Below	Activation Code	Activation Number	Activation PIN
1	WAUTPBFF9HA067876	FACTASIA3NAR		
2				
3				
4				
5				
6				
7				
8				
9				
10				

Figure 4. Activation documentation.

2. Start ODIS using Flash mode and select “*Start Flashing*”.
3. Enter Repair Order Number, if applicable, then select “*SVM Activations*”.
4. When prompted, select “*-1- Activate newly obtained data/activations?*”.
5. Enter Activation Code, Activation Number, and PIN when prompted and then select “YES” to proceed.
6. Next you will be prompted to enter your GeKo ID and password.

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7. Ensure the following message appears after the activation is completed, *“The activation has been successfully performed”*.

If the activation fails, check the entries used for the Activation code, number, and PIN. Ensure a number “one” is used where required, or a capital letter “I” is used where required. The same applies to the number “zero” and a capital letter “O”. If the activation continues to fail then contact the Technician’s Helpline (TAC).

8. Reset the MMI main unit using the three-finger system reset method, Nav toggle up + Radio toggle up + Main knob press (Figure 5).



Figure 5. Three-finger system reset

9. Verify the Audi smartphone interface is now available in the MMI menu. If the option does not show after the system reset, then disconnect the tester, roll up the windows, shut the doors, and lock the car to allow the vehicle bus to go to sleep (3-5 minutes). After the vehicle bus sleep cycle, turn on the ignition and check the MMI menu.





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Figure 6. ASI MMI option.

10. Connect a compatible smartphone to USB port 1 and ensure the system operates normally. Repeat for USB port 2.
11. Delete the ASI pairing in the MMI after you complete your testing.

Warranty

Claim Type:	<ul style="list-style-type: none"> • 9SP – Before Delivery. • 1SP – After Delivery up to 48 Months/50,000 Miles. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9109		
Damage Code:	0039		
Labor Operations:	Program infotainment control unit	9109 9999	25 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 50 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 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 # 2046293/2		

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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Additional Information

All parts and service references provided in this TSB (2046293) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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