



Technical Service Bulletin

91 Audi connect GEN2: MMI connect App error message for vehicle battery protection

91 17 03 2046488/1 January 23, 2017.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2017 - 2019	All	With connected gateway
Q7	2016 - 2019	All	With connected gateway

Condition

When using the Audi MMI connect app the following error message appears "Info: This service is temporarily not available to protect the battery. After the next engine start you can use the service again as normal."

Technical Background

After the user attempts 15 times to force the vehicle to send updated data to the Audi backend server without an ignition on cycle, then future requests by the app to the vehicle are prevented (cycle protection). This safety measure is in place to prevent the vehicle battery from draining. After the vehicle's ignition is turned on again, the app can be used as normal.

Production Solution

Not applicable.

Service

Please inform the customer of this safety measure which is put in place to protect the vehicle battery from draining.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.



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Additional Information

All parts and service references provided in this TSB (2046488) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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