



Technical Service Bulletin

91 MMI connect smartphone app warning messages do not refresh information or remote lock and unlock fails

91 17 15 2044853/2 March 14, 2017. Supersedes Technical Service Bulletin Group 91 number 16-66 dated August 12, 2016 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2016 -2017	All	With Audi connect
Q7	2017	All	With Audi connect

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (New software update and hardware replacement options) Revised <i>Warranty</i> (Added new software versions)
1	08/12/2016	Initial publication

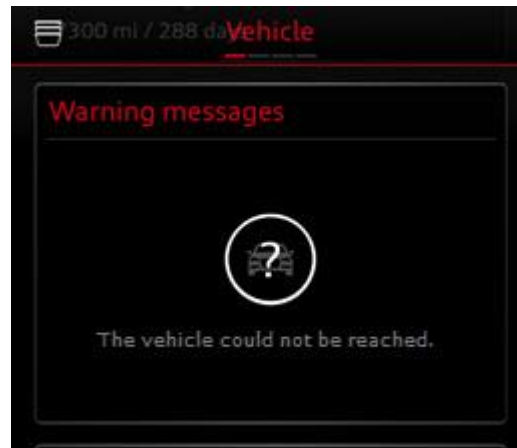
One or both of the following concerns with the Audi MMI connect smartphone app or myAudi website is present:

- The function "Warning messages" does not provide new data when the user manually attempts to refresh the data. An error message stating "The vehicle cannot be reached" can be seen in the app and the myAudi web site (Figure 1).
- The vehicle cannot be locked or unlocked with the app, and an error message stating "A technical error occurred" is displayed (Figure 2).



Note:

The customer must be verified as a Key User for these functions to work.



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Figure 1. Warning messages cannot be refreshed.

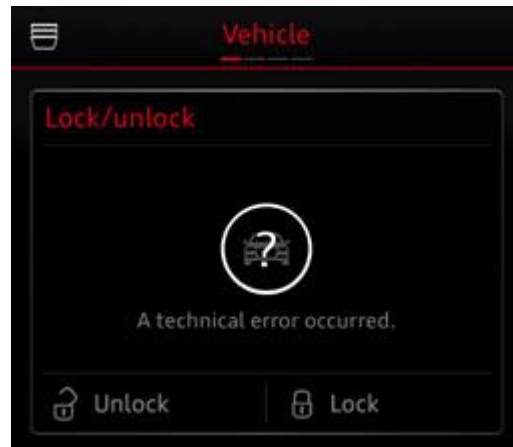


Figure 2. Lock/unlock error.

Technical Background

The software in the connected data bus on board diagnostic interface (J533) (address word 0019), needs to be updated to optimize functionality.



Tip: Not all errors in the MMI connect app indicate a problem. For example, the message “The vehicle data could not be updated” is displayed when the engine is on or when the vehicle is being driven, as data is not refreshed under these conditions (Figure 3).

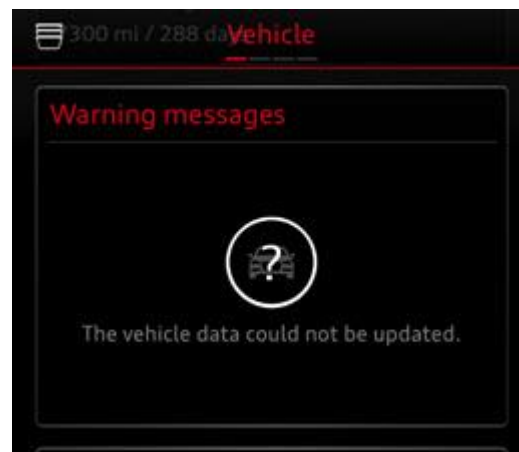


Figure 3. Normal condition warning message.

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Production Solution

Optimized software for connected data bus on board diagnostic interface, J533 (diagnosis address 0019).

Service

Before starting any service work:

- That the customer will either need to be present with the phone during diagnosis or will need to provide the myAudi.com login email address and password for the account so that the technician can log into the app on his or her smartphone. If necessary, allow the customer to log in on the technician's smartphone to keep the login information private.
 - Ensure that the plastic key tag with the vehicle code is available (check the glovebox).
1. Verify that the user is a Key User of the vehicle. In the MMI, navigate to *MENU >> Audi connect*, then the right option and choose *Audi connect user management*. If the customer is a Key User, his or her email address or myAudi username will be listed (Figure 4).

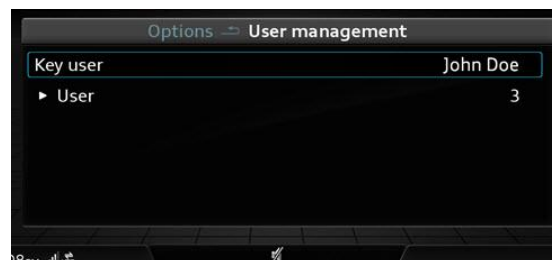


Figure 4. Key User assigned with three secondary users.

If no information is listed, the customer must go to www.audiusa.com/myaudi to become a Key User by setting up a contract under the Audi connect user management area (log in and select “Audi connect services”).

First verify that the customer is the owner of the vehicle by using the customer's contract ID in AcVDM. AcVDM can be accessed via www.accessaudi.com (*App Links >> Audi connect >> AcVDM myAudi Key User Verification Tool*).



Note:

This TSB does not apply if there are no Key Users in the MMI. The vehicle owner must be a Key User before the remote services can be used.

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2. If the issue can be reproduced with the ignition off and the vehicle in sleep mode, check if the issue persists with the ignition on and the engine off. If the data can be refreshed in the MMI connect app, there are two possible solutions based on the hardware and software in the connected data bus on board diagnostic interface, J533 (address word 0019):

The following applies to vehicles built before CW22/16.

If the hardware version is H10 or H11 and the software version is 0079, 1079, 2079 or 3079:

- Replace the connected data bus on board diagnostic interface, J533 (address word 0019).
- Using Guided Functions, select "Replace control unit".
- If the new replacement part does not have software version 4079 or higher, the control unit must be updated using the SVM update instructions below.

For other hardware versions and all other software versions less than 4079:

- Update the connected data bus on board diagnostic interface, J533 (address word 0019) using the SVM update instructions below listed in the table below.

The following applies to vehicles built after CW22/16.

If the software version is 0298, 305, 307 or 1298 (hardware version is not relevant):

- Update the connected data bus on board diagnostic interface, J533 (address word 0019) using the SVM update instructions below listed in the table below. Vehicles built after CW45/16 use a unique SVM code.

To access SVM, within ODIS start *GFF >> Diagnosis >> Special functions >> Software Version Management >> SVM code input.*



Note:

ODIS Audi brand software of 2.7.5 or higher must be installed on the ODIS tester. The connected data bus on board diagnostic interface, J533 (address word 0019), can be damaged during the update. It is recommended that the new diagnostic interface VAS 6154 (with USB cable only) or VAS 5055 is used for the update. If the VAS 5054 diagnostic head is used, it must be used with the USB cable.

SVM software update of the connected data bus on board diagnostic interface, J533 (address word 0019):

1. Before updating the software, check for any open campaigns on the vehicle. There are open campaigns that require the same software update for the connected data bus on board diagnostic interface, J533 (address word 0019), with the potential of other control module updates. If there is an open campaign for the vehicle, **do not** use the SVM code listed below. Instead, perform the software update according to the open campaign.

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2. If there is not an open campaign, update the vehicle with the SVM code listed in the table below. To access SVM, within ODIS start *GFF >> Diagnosis >> Special functions >> Software Version Management >> SVM code input*.



Note:

Due to the sensitive data transfer during the update, the update must be performed via USB cable. If Bluetooth is used, the update will fail and make the hardware inoperable. Replacement of hardware due to a failed update with Bluetooth will not be covered under warranty.

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version	SVM Code Input
A4 CW01/16- CW44/16	4M1907468A 8W8907468 8W6907468	1079, 2079, or 3079	4M1907468A 8W8907468 8W6907468	4079	19A010
	8W5907468C 8W6907468C 8W7907468C 8W8907468C	298 or 1298	8W5907468C 8W6907468C 8W7907468C 8W8907468C	1299	
A4 CW45/16+	8W5907468D 8W6907468D 8W7907468D 8W8907468D	0305 or 0307	8W5907468D 8W6907468D 8W7907468D 8W8907468D	0308	19A013
Q7 CW33/15- CW44/16	4M1907468A 4M2907468A 8W6907468 8W8907468	1079, 2079, or 3079	4M1907468A 4M2907468A 8W6907468 8W8907468	4079	19A010
	8W5907468C 8W6907468C 8W7907468C	298 or 1298	8W5907468C 8W6907468C 8W7907468C	1299	



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	8W8907468C		8W8907468C		
Q7 CW45/16+	8W5907468D 8W6907468D 8W7907468D 8W8907468D	0305 or 0307	8W5907468D 8W6907468D 8W7907468D 8W8907468D	0308	19A013

- After the update, there may be additional SVM parameter settings required for the connected data bus on board diagnostic interface, J533 (address word 0019), and other basic settings required for other systems based on the equipment level of the car. Perform all additional work before moving on.

Verify that the condition has been resolved

- Allow the MMI to fully initialize. Check for the Key User setting and verify that the customer is still listed as the Key User. If no Key User is listed, the customer's myAudi login and vehicle code will need to be re-entered.
- Verify that the MMI has a good LTE signal to AT&T. The connected data bus on board diagnostic interface, J533 (address word 0019) uses 3G GSM and not LTE. Despite this the LTE signal strength in the MMI will be a good indicator of how strong AT&T's service is in the area. Move the vehicle outside if needed to obtain a stronger signal.
- Remove the ODIS diagnostic head from the vehicle, roll up the windows, lock the car, and allow the car to go to sleep (wait 2-3 minutes).
- With the vehicle asleep, attempt to refresh the "Warning Messages" in the MMI connect app to see if the function is restored. It can take the app 1-2 minutes to refresh the data. A successful test will yield no error message.

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:	9035
Damage Code:	0039



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Labor Operations:	If software update is already covered under open campaign:		
	Check functionality	9035 9999	50 TU
	For hardware version H0011 and software version 0079, 1079, 2079 or 3079 (and vehicle is not covered under campaign):		
	Replace data bus control module	9035 5500	See Elsa
	Check functionality	9035 9999	50 TU
	For other hardware versions and all other software versions less than 0309, 1299, or 4079 (and vehicle is not covered under campaign):		
	Check functionality	9035 9999	50 TU
Diagnostic Time:	GFF (allowed only if vehicle is not covered by campaign)	0150 0000	Time stated on diagnostic protocol (Max 150 TU)
	Road test after service procedure (allowed only if vehicle is not covered by campaign)	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)		
Claim Comment:	As per TSB #2044853/2		

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.

Required Parts and Tools

Part Number	Part Description	Quantity
See ETKA	Diagnosis interface for data bus (gateway)	1



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Additional Information

All parts and service references provided in this TSB (2044853) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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