Technical Service Bulletin

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

91 17 51 2044853/4 September 11, 2017. Supersedes Technical Service Bulletin Group 91 number 17-47 dated August 31, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, Q7	2017 - 2019	All	With Audi connect
A5, Q5	2018 - 2019	All	With Audi connect

Condition

Revision	Date	Purpose
4	-	Revised *Warranty* (Updated Labor Operations) Revised *Service* (Added Q5 to 1298)
3	08/31/2017	Revised header data (Added new Q5 & A5 and added new model years) Revised *Service* (New software updates for all models; 0309 & 7079)
2	03/14/2017	Revised *Service* (New software update and hardware replacement options) Revised *Warranty* (Added new software versions)

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:**

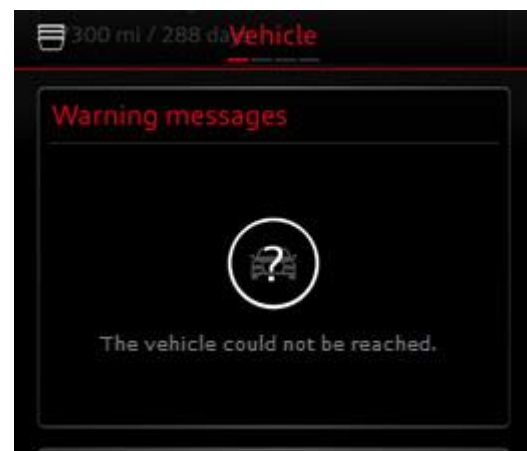The customer must be verified as a Key User for these functions to work.

Figure 1. *Warning messages cannot be refreshed.*
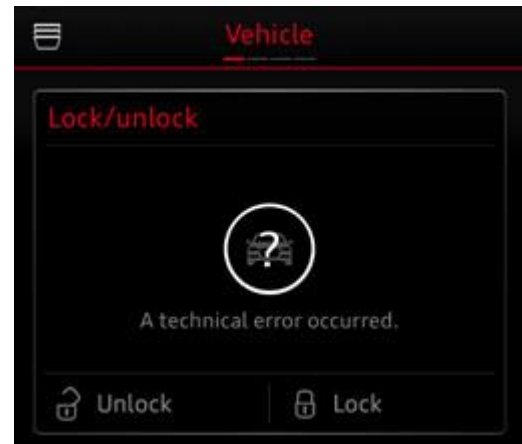
Technical Service Bulletin

Figure 2*. Lock/unlock error.*

Technical Background

This error indicates the Audi connect backend cannot contact the vehicle. This can be caused by multiple reasons:

1. There is a current Audi connect backend problem causing an outage of services.

2. The vehicle is parked in an area where AT&T 3G reception is poor.

3. The vehicle battery is low and the vehicle systems cannot be woken up due to energy management.

4. There is a software issue with the connected data bus on board diagnostic interface, J533 (address word 0019).

5. There is a wiring or other vehicle issue preventing the connected data bus on board diagnostic interface, J533 (address word 0019) from communicating with the Audi connect backend.

If the vehicle was built prior to CW22/17 (check ElsaPro because some MY2018 vehicles are pull-ahead cars which were built prior to CW22/17), and the customer is already a verified Key User of the vehicle (Key user pairing is active in the MMI), then update the software of the connected data bus on board diagnostic interface, J533 (address word 0019).

Technical Service Bulletin

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.*

Production Solution

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

Service

Before starting any service work:

- The customer will either need to be present with the phone during diagnosis or the customer will need to log in on the technician's smartphone to keep the login information private.

⚠ Note:

The dealer and Audi connect support are NO longer allowed to document the customer's myAudi login and Password because Audi Financial Information is now integrated into the customer's myAudi account.

- Ensure that the plastic key tag, with the vehicle code scratched off, is available (check the glovebox).

1. Verify the customer's name is showing as an active 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 myAudi registered name 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").

- Next verify that the customer is the owner of the vehicle (Driver's license & sales records, etc.).

- Then verify the customer's contract online by using the customer's contract ID # and enter it into AcVDM. AcVDM can be accessed via *www.accessaudi.com* (*App Links >> Audi connect >> AcVDM myAudi Key User Verification Tool*).

- At this point the features can be tested. You may be required to log out and back into the app or switch the selected vehicle in the app to reload the myAudi information.

- If the features work, then nothing further is required.

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.

2. If the customer is Key User/Main User of the vehicle, and the issue can be reproduced with the ignition off with the vehicle in sleep mode, then check if the issue persists with the ignition on and the engine off. If the data can be refreshed in the MMI connect app with the ignition on, then 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 (pull-ahead MY2017).

If the hardware version is H10 or H11 and the software version is 0079, 1079, 2079, 3079, or 4079:

- 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 7079 or higher, the control module must be updated using the SVM update instructions below.

For other hardware versions and all other software versions less than 7079 and but equal to or greater 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 (MY2017 and pull-ahead MY2018). This does not apply to cars built on or after CW22/17.

If the software version is 4079, 0298, 305, 307, 308 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.

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

Technical Service Bulletin

⚠️ **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 <u>only</u>) 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).

Estimated Time to update is 60 minutes or longer in some cases. Turn OFF Bluetooth on the ODIS machine, otherwise the system will default to using Bluetooth even with the USB cable connected!

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. After that campaign is performed, next perform this software update listed below.

2. If there isn't an open campaign, or the campaign update has been completed, 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/Q5 CW01/16-CW44/16	4M1907468A 8W8907468 8W6907468	1079, 2079, 3079, or 4079	4M1907468A 8W8907468 8W6907468	7079	19A010
	8W5907468C 8W6907468C 8W7907468C 8W8907468C	298 or 1298	8W5907468C 8W6907468C 8W7907468C 8W8907468C	1299	
A4/A5/Q5 CW45/16+	8W5907468D 8W6907468D	0305, 0307, or 0308	8W5907468D 8W6907468D	0309	19A010

	8W7907468D 8W8907468D		8W7907468D 8W8907468D		
Q7 CW33/15- CW44/16	4M1907468A 4M2907468A 8W6907468 8W8907468	1079, 2079, 3079, or 4079	4M1907468A 4M2907468A 8W6907468 8W8907468	7079	19A010
	8W5907468C 8W6907468C 8W7907468C 8W8907468C	298 or 1298	8W5907468C 8W6907468C 8W7907468C 8W8907468C	1299	
Q7 CW45/16+	8W5907468D 8W6907468D 8W7907468D 8W8907468D	0305, 0307, or 0308	8W5907468D 8W6907468D 8W7907468D 8W8907468D	0309	19A010

3. 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

1. 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 there is no Key User listed, the customer's myAudi login and vehicle code will need to be re-entered.

2. 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.

3. 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).

4. 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.

5. If the update does not resolve the smartphone app concern, the contact TAC. Do not replace the connected data bus on board diagnostic interface, J533 (address word 0019). For some customer cases, the customer's account is not correct in AT&T's billing system causing the remote smartphone features to be non-functional. Replacing the hardware will not change the behavior. Only AT&T can correct this concern.

Technical Service Bulletin

Warranty

Claim Type:	• 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		
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):		
	All Models:		
	Check functionality	9035 9999	50 TU
	A5 Cabriolet:		
	Replace data bus control module	9035 5500	50 TU
	A4, A5 Coupe, and Q5:		
	Replace data bus control module	9035 5500	30 TU
	Q7:		
	Replace data bus control module	9035 5550	60 TU
	Front seat remove + reinstall	7201 1900	70 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 (Software update - allowed only if vehicle is not covered by campaign)	0150 0000	Time stated on diagnostic protocol (Max 150 TU)
	Road test prior to service procedure	No allowance	0 TU

Technical Service Bulletin

	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 #2044853/4		

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

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.