

Technical Service Bulletin

00 T-Mobile to AT&T conversion request by customer for GEN1 Audi connect

00 18 08 2047951/2 February 6, 2018. Supersedes Technical Service Bulletin Group 00 number 17-00 dated October 23, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2014 - 2015	All	MMI3G+ with Removable SIM

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Technical Background</i> (Updated note about the end of the warranty program for TSB 2039476) Revised <i>Service</i> (Updated support email to connect.support@audi.com)
1	10/23/2017	Initial publication

The customer currently has T-Mobile as the data provider for Audi connect. The customer is requesting the switch to AT&T as the data provider for Audi connect and the vehicle is a MY14 or MY15.

Technical Background

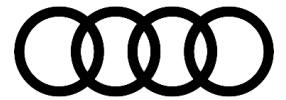
Audi has made this switch possible for certain MY14-15 vehicles which were factory built with the necessary hardware to support the frequencies used by AT&T for 3G GSM cellular data reception. MY14 A8 is not covered because it was not factory built with the required hardware. If the customer has a MY14 A8 then follow the repair information listed in TSB 2039476: *91 MMI3G+ Audi connect only reaches 2G service - Telephone module replacement instructions for A4,A5,A5 cab,Q5,Q7,A8.*



Tip: The program for allowing the telephone module upgrade due to the T-Mobile 2G turn down was terminated at the end of calendar year 2017. From that point on any repairs will not be covered under warranty.

Production Solution

Not applicable.



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Service



Note:

Please inform the customer that this repair is not covered under warranty.

Required equipment:

- ODIS Tester
- SD card with Software update
- SVM code
- New AT&T SIM card used for activation (*order via myaudiconnect.com subscription portal*)
- Dealer Demo AT&T SIM card (*used for testing*)

Time to complete update:

- Approximately 30-40 minutes for software update.
- Approximately 10-20 minutes for SIM card activation via the Audi connect support line (1-888-545-9434).

If the vehicle meets the criteria specified in the *Technical Background*, then perform the following MMI3G+ software update. Reference TSB 2028141: *91 MMI3G/3G+ & RMC Generic instructions for updating software or navigation data for MMI3G/3G+* and its attachments if you need to troubleshoot problems when performing the update.

Vehicle Model & Model Year	MMI System Update Name	MMI system SD card part number	SVM code for documentation feedback
MY14-15 A4/S4/allroad	K0942_2	8R0906961FE	3GPUS942AU3G
MY14-15 A5/S5/Cab/RS5	K0942_2	8R0906961FE	3GPUS942AU3G
MY14-15 Q5/SQ5/Q5 hybrid	K0942_2	8R0906961FE	3GPUS942AU3G
MY14-15 A6/S6	K0942	8R0906961ES	3GPUS942AU
MY14-15 A7/S7/RS7	K0942	8R0906961ES	3GPUS942AU
MY15 A8	K0942	8R0906961ES	3GPUS942AU
MY14-15 Q7	K0942_2	8R0906961FE	3GPUS942AU3G



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1. The software can be ordered via the parts department using the SD card part number listed in the above table. The SD card is considered a shop tool and should not be charged back to the customer. Optionally, the software can be downloaded using the SD Creator program. Reference TSB 2047812: *00 SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*
2. After the MMI update has been completed, perform the SVM feedback using the code listed above.
3. Test the functionality of the Audi connect system using your AT&T dealer demo SIM prior to the arrival of the customer's SIM.
4. Once the system is verified to work with the dealer demo AT&T SIM, send an email to **connect.support@audi.com** with the VIN, customer name, and date of software update completion. If a new AT&T SIM card is already available at the dealership, then also include the ICCID number listed on the SIM card in the email. This information will be sent to the Audi connect dealer support helpline to inform them that the software update has been completed. They will then allow the AT&T account creation. If needed, they will also send out the AT&T SIM card to the dealer at the dealer's request (dealer must call the helpline). Without this authorization they cannot convert the customer's T-Mobile subscription to an AT&T subscription.
5. Once the customer's SIM has arrived, ask the dealership technologist to check the AT&T SIM in the *myaudiconnect.com* Audi connect subscription portal. If the customer's subscription is not started then ask the Technologist to reach out to the customer and provide the ICCID (SIM Serial Number) and have the customer start a new subscription. The new subscription will automatically activate the SIM.

Warranty

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

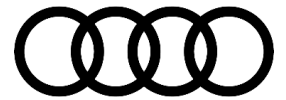
Required Parts and Tools

Part Number	Part Description	Quantity
8R0906961ES	MMI 3G+ Software Update (A6, A7, and A8)	1 per dealer
8R0906961FE	MMI 3G+ Software Update (A4, A5, Q5, and Q7)	1 per dealer

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2039476, *91 MMI3G+ Audi connect only reaches 2G service - Telephone module replacement instructions for A4,A5,A5 cab,Q5,Q7,A8.*



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- TSB 2028141, *91 Generic instructions for updating MMI3G / MMI3G+ software and navigation data.*
- TSB 2047812, *SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*

All parts and service references provided in this TSB (2047951) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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