



Technical Service Bulletin

91 Navigation, Bluetooth, smartphone interface, and voice recognition is not available

91 19 18 2058007/1 December 9, 2019.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|---|-------------|-----------|----------------------------|
| A4, A5, A6, A7, A8, Q5, Q7, Q8, and Audi e-tron quattro | 2019 - 2020 | All | With ConBox |

Condition

The customer states one or more of the following conditions:

- Navigation is not activated (Figure 1 and Figure 2).
- Bluetooth is unavailable.
- Audi smartphone interface (ASI), including CarPlay or Android Auto, is not available.
- Voice recognition is unavailable in all cars except A3 Cabriolet. (For A3 Cabriolet, see TSB 2038136: *91 Voice recognition is not available or not enabled*).



Figure 1. Navigation not activated message (Original MIB HMI).



Technical Service Bulletin



Figure 2. Navigation not activated message (New MIB2 HMI).

Technical Background

Navigation, Audi smartphone interface, Bluetooth, and voice recognition are functions controlled by activation keys, which are stored in certain control modules in the vehicle. These activation keys are designed to allow the customer to purchase features/functions as an aftersales add-on. Some features are standard in the North American market but optional in other markets, so the activation codes are preprogrammed into the control modules when a car for the North American market leaves the factory. The activation keys are stored in an AUDI AG backend server and can be obtained through the SVM Activations test plan.



Note:

If any of the following scenarios caused the issues listed in the *Condition*:

- Replacement or vehicle-to-vehicle swap of the data bus diagnostic interface (Gateway), J533 (address word 0019), without running the SVM Recovery Activation test plan (automatically added in 19-GFF replacement test plan), or if the test plan is executed and fails.
- Replacement of the information electronics control module 1 (MMI), J794 (address word 005F), without running the SVM Recovery Activation test plan (automatically added in 5F-GFF replacement test plan), or if the SVM Activation test plan is executed and fails.
- Replacement of the complete lock set in the vehicle without running the SVM Activations test plan, or if the test plan fails.

Follow TSB 2042506: *91 Navigation, Bluetooth, smartphone interface, voice recognition, drive select, ACC, or cruise control is not available*, Claims under this TSB will be subject to review.



Technical Service Bulletin



Note:

Always run the appropriate GFF Replacement test plan for an ECU when replacing the control module. Do not rely on SVM spec/actual or SVM configuration.

Production Solution

Not applicable.

Service

Required equipment:

- ODIS Tester.

Repair procedure:

1. **For MMI related concerns (Navigation/Bluetooth/Smartphone Interface/Voice Recognition):**
Enter the Red Engineering Update menu to view the status of all activation keys of the information electronics control module 1 (MMI), J794 (address word 005F): *Red Engineering Menu >> System >> Activation Keys*.



Note:

Take a picture of the “Activation keys” screen and upload it to Doc-it.

2. **For A3 MIB1:** Hold north-west soft key + BACK button for 5-10 seconds (Press the BACK button first).
For A6 and A7 MIB2: Hold north-west soft key + BACK button for 5-10 seconds (Press the BACK button first).
For A3 MIB2, TT, R8, B9, Q5 and Q7: Hold left NAV toggle UP + right Media toggle DOWN for 5-10 seconds (Press NAV toggle up first).

ACTIVATION KEY DEFINITIONS:

Technical Service Bulletin

Legal = The activation key is activated in the MMI and the function should be active.



Note:

If the function remains inactive, contact TAC. Do not continue with this TSB if all keys show “Legal”.

Temporarily withdrawn or Temp illegal = This indicates that the SVM activation test plan was not completed (Figure 4). This status is normal for all parts that have been swapped from a different vehicle. Perform the SVM Activations test plan as indicated below, under *Repair Procedure*.

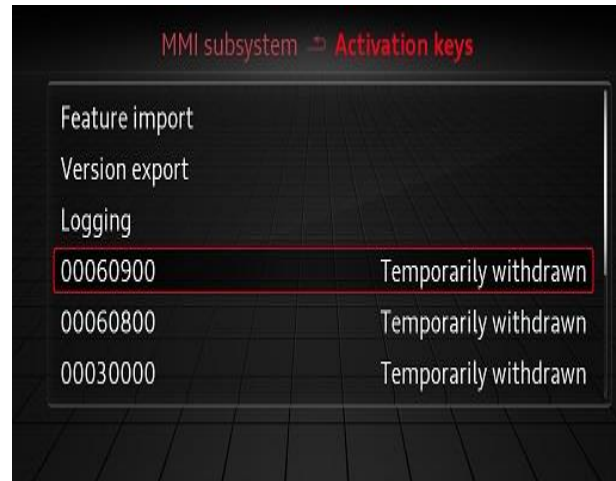


Figure 4. Activation keys showing “Temporarily withdrawn”.

Illegal = This indicates that the activation key currently stored in the MMI is not for the vehicle in which it is currently installed. This status is normal for all service parts. If the part is original, this can be an indication of a software issue. Follow the *Repair Procedure* below.

Repair Procedure:

1. There is a known issue with the activations keys stored in the MMI where they can become corrupt, thus the first step will be to delete the activation keys in the MMI. Delete the activations of the affected system using the ODIS test plan *DIAGNOSIS >> START DIAGNOSIS >> SPECIAL FUNCTIONS >> “SVM – Erase activations”* (Figure 5).

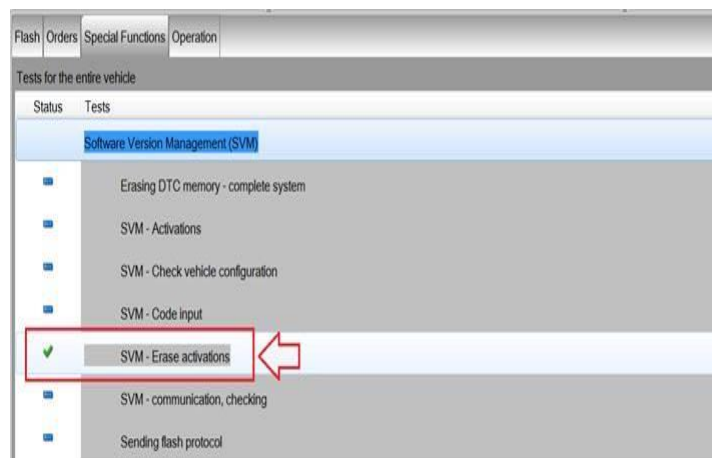


Figure 5. SVM – Erase activations.

2. When prompted choose the appropriate system to delete activations based on the customer’s concern:
 - For concerns with Navigation, Bluetooth, Audi smartphone interface, or voice recognition, select option -1- for the MMI (Information Electronics Control Module 1).
 - For concerns with Audi drive select, adaptive and regular cruise control, select option -2- for the Gateway (Data Bus On Board Diagnostic Interface) (Figure 6).



Technical Service Bulletin

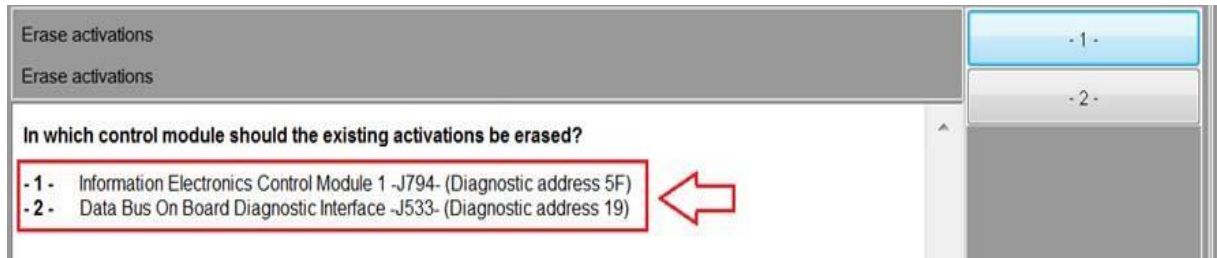


Figure 6. MMI (Information Electronics Control Module 1); Gateway (Data Bus On Board Diagnostic Interface).

3. After deleting the activations it may be required to adapt the component protection of the entire vehicle system. To do this select the test plan “Diagnostic Interface f.Data.component.protection (basis)” under “Special Functions >> Component Protection functions”.
4. Next, execute the SVM Activations test plan at *DIAGNOSIS >> START DIAGNOSIS >> SPECIAL FUNCTIONS >> SVM Activations >> PERFORM TEST >> -2- Obtain existing activations from server for replacement control module?*

This test plan will recover all activation codes for both the MMI and Gateway functions.

5. When prompted, select “obtain existing activations” (Figure 7).

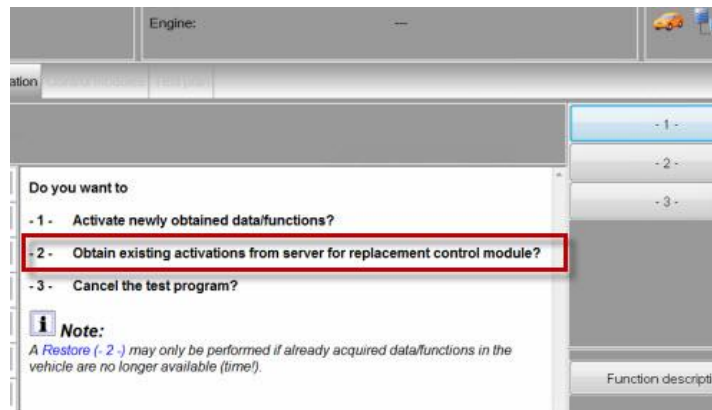


Figure 7. Obtain existing activations.

6. Next, recheck the functionality. A three-finger reset may be required of the MMI system when performing the activations with the MMI (see the attached file *mib_mmi_shortcut_keys.pdf*). A reset is not required if the Gateway activations were recovered.
7. If the problem persists, then contact TAC. No hardware replacement is authorized under this bulletin.



Technical Service Bulletin

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 the vehicle is outside any warranty, this Technical Service Bulletin is informational only. | | |
| Service Number: | 9196 | | |
| Damage Code: | 0039 | | |
| Labor operations: | Check activation keys | 9196 9999 | 5 TU |
| Diagnostic Time: | GFF (if applicable) | 0150 0000 | Time stated on the diagnostic protocol (Max 75 TU) |
| | Road test prior to the service procedure | No allowance | 0 TU |
| | Road test after the service procedure | No allowance | 0 TU |
| Claim Comment: | As per TSB #2058007/1 | | |

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.

Additional Information

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

- TSB 2038136, *91 Voice recognition is not available or not enabled*.
- TSB 2042506, *91 Navigation, Bluetooth, smartphone interface, voice recognition, drive select, ACC, or cruise control is not available*.

All parts and service references provided in this TSB (2042506) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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