

Technical Service Bulletin

91 Audi connect remote services via myAudi app does not work, error message "Vehicle cannot be reached" in the app

91 20 71 2059647/1 June 2, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi e-tron quattro	2019 - 2020	All	Not Applicable
A4, A5	2020	All	Not Applicable

Condition

Customer states:

- After the successful activation of the Audi connect services (SOS light is green), the Audi connect services sporadically do not work via the myAudi app once the car has sat for an extended period.
- In the myAudi app, one of the following messages may appear (Figure 1):
 - The action on the vehicle could not be successfully carried out.
 - Vehicle status could not be retrieved.
 - Vehicle cannot be reached.
 - Services could not be updated.

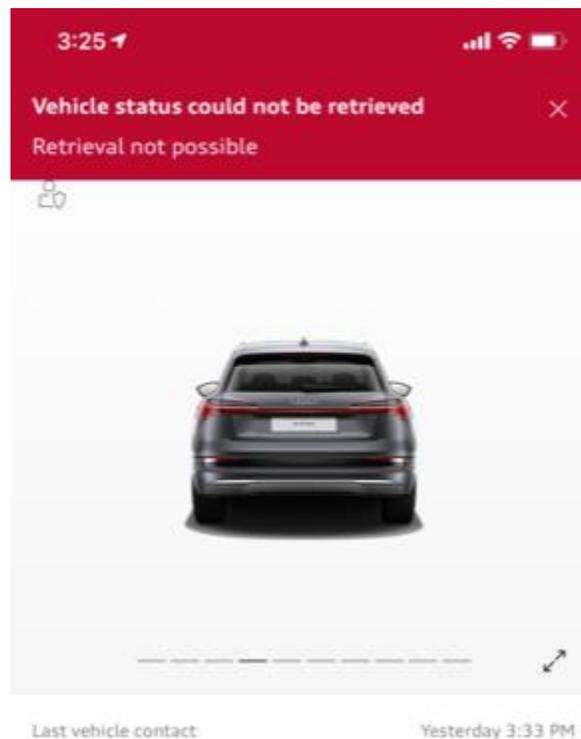
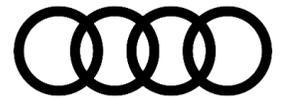


Figure 1. myAudi app error.

Workshop findings:



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- The concern can be reproduced after the vehicle is allowed to sit with the ignition off for a long period of time.

Technical Background

When the vehicle bus is allowed to go to sleep for an extended period, the data bus on board diagnostic interface, J533 (address word 0019) control module may not correctly wakeup when a remote command is sent to the vehicle. This issue is related to a control module software concern, and the service solution is a software update.

Additional background information:

MY2020 A4/A5:

The GEN3 Audi connect system consists of the ConBox High, MMI main unit (MMI), and the Connected Gateway (cGW). These three control modules all have separate Audi connect functions for which they are responsible.

Control module for emergency call module and communication unit, J949 (address 0075), also known as the Connectivity Box or ConBox High for short:

- This module is the master for the data connection for both the MMI and cGW.
- There is only one embedded SIM and telephone module in the vehicle.
- The GPS, Bluetooth, and Wi-Fi antennas are connected directly to this device.

Information electronics control module 1, J794 (address word 005F), also known as the MMI main unit:

- This control module is the master of all information services seen in the vehicle.
- Those information services include online traffic, weather, news, satellite imagery, etc.
- The subscription and license information for all Audi connect services can be seen in the settings menu.

Data bus on board diagnostic interface, J533 (address word 0019), also known as the “Connected Gateway”:

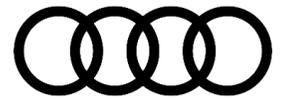
- This control module is the master of the remote services for the vehicle.
- Those remote services include remote lock and unlock, vehicle status report with warning messages, alerts, and stolen vehicle locator services.
- All activations for MMI and vehicle functions, including Function on-demand are handled by the cGW.

MY2019-2020 Audi e-tron quattro:

The GEN2 Audi connect system consists of a ConBox Low, MMI main unit (MMI), and the Connected Gateway (cGW). These three control modules all have separate Audi connect functions for which they are responsible.

Control module for emergency call module and communication unit, J949 (address 0075), also known as the Connectivity Box or ConBox Low for short:

- This module is the master for the data connection for only the cGW.



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- This module contains one of the two embedded SIMs and telephone modules.
- The GPS antenna is connected directly to this device.
- The device has a lithium ion backup battery that works when the 12v vehicle battery is disconnected.

Information electronics control module 1, J794 (address word 005F), also known as the MMI main unit:

- This control module contains the second embedded SIM and telephone module.
- The MMI is the master of all information services seen in the vehicle's MMI display.
- Information services can include online traffic, weather, news, satellite imagery, and more.
- The subscription and license information for all Audi connect services (information and remote) can be seen in the settings menu.
- The Bluetooth and Wi-Fi functions are contained in the MMI main unit.

Data bus on board diagnostic interface, J533 (address word 0019), also known as the “Connected Gateway”:

- This control module is the master of the remote services for the vehicle.
- Those remote services include remote lock and unlock, vehicle status report with warning messages, alerts, and stolen vehicle locator services.
- All activations for MMI and vehicle functions, including Function on-demand are handled by the cGW.
- The cGW gets its data connection from the ConBox Low control module.

Production Solution

New software from week 25/20 in the data bus on board diagnostic interface, J533 (address word 0019) addressed the condition.

Service

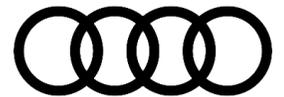
ODIS Instructions:

ODIS service up to 6.0.0:

- In the ODIS tester, under *Administration >> General >> Guided Fault Finding procedure >> DoIP communication >> Avoidance of DoIP communication*, remove the check from the next diagnosis access. This is automatically rechecked after the end of the diagnosis session.

ODIS service from 6.0.0:

- In the ODIS tester, under *Administration >> General >> Guided Fault Finding procedure >> DoIP communication >> Only permit DoIP communication*, remove the check. This is automatically rechecked after the end of the diagnosis session.



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Update the data bus on board diagnostic interface, J533 (address word 0019) with SVM using the SVM code available in the table below.



Note:

Once the update has been completed, do not exit ODIS until after allowing a sleep cycle of the bus. To do this, unplug the diagnostic connector and 12v battery charger from the vehicle, roll up all windows, close all doors, lock the vehicle, and then wait 2-3 minutes. After the vehicle bus sleep cycle, turn the vehicle back on and then continue exiting the diagnosis via ODIS. This will allow all ODIS to delete any DTCs generated during the update.

Audi e-tron quattro:

Observe the information in the pop-up window displayed in ElsaPro regarding field campaigns when accessing this vehicle (Figure 2).

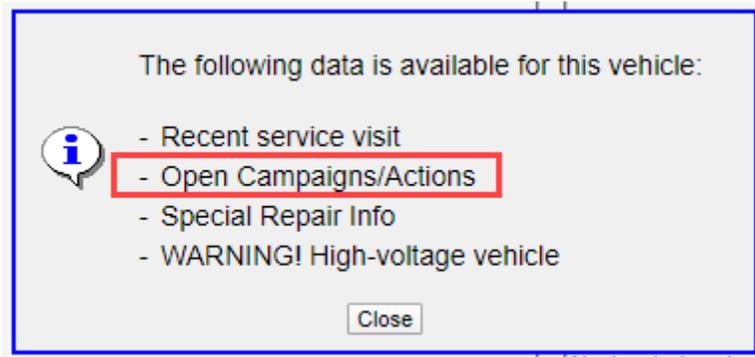


Figure 2: The following data is available for this vehicle: not accounted field campaign.

Carry out the work according to the field campaign shown for the vehicle. Further information can be found in the respective repair instructions for the field campaign. If no field campaign is shown in the pop-up, check whether the software update has already been completed (compare software version in the SVM table below).

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Update the data bus on board diagnostic interface, J533 (address word 0019) using the SVM action code as listed in the table below, if necessary:

Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
MY20 A4/A5	80B907468D	0455	80B907468D	0456	19A017
	80B907468E	0455	80B907468E	0456	



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	8W0907468	0362	8W0907468	0363	
MY19-20 Audi e-tron quattro	4K1907468D	0322	4K1907468D	0323	19A017
	4K1907468D	0358	4K1907468D	0363	
	4K1907468E	0358	4K1907468E	0363	
	4K1907468J	0455	4K1907468J	0456	
	4K1907468H	0455	4K1907468H	0456	
	4KE907468	0362	4KE907468	0363	

Warranty

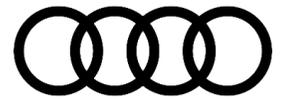
Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9035		
Damage Code:	0039		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 140 TU)
Diagnostic Time:	GFF	No allowance	0 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 #2049647/1		

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(s) will be necessary to complete this procedure:

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.



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All part and service references provided in this TSB (2049647) 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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