



Technical Service Bulletin

91 Audi connect: oil level in the myAudi app is implausible

91 20 39 2061490/1 November 24, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, S4, A4 allroad, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Cabriolet, A6, A7, A8, S8, Q5, SQ5, Q7, SQ7, and Q8	2019 - 2021	All	Connected gateway
A6 allroad, S6, S7, RS7, SQ8, and RS Q8	2020 - 2021	All	Connected gateway
A6 Avant	2021	All	Connected gateway



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Condition

Customer states:

- The oil level display is greyed out in the myAudi app (Figure 1).

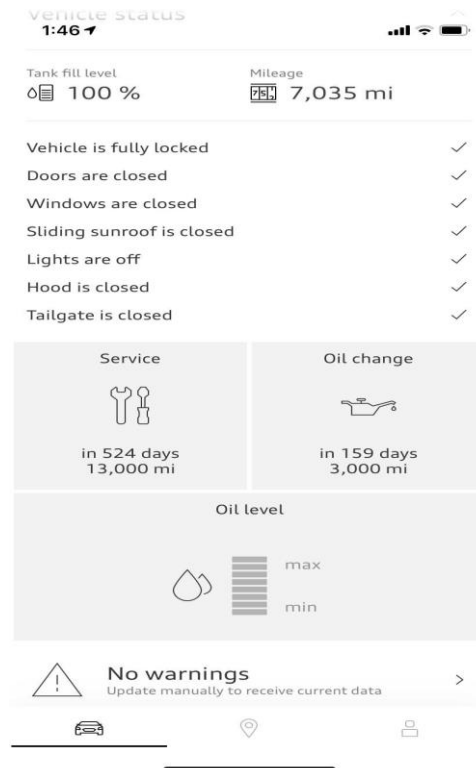


Figure 1. The oil level indicator is greyed out.

Workshop findings:

- The oil level display in the MMI works normally and shows that the oil level is within specification (Figure 2).



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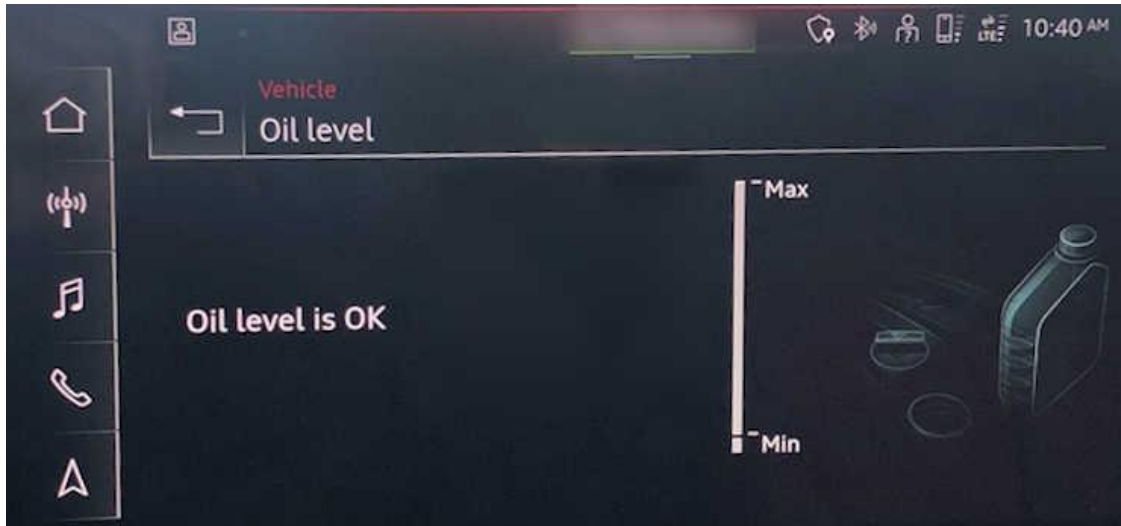


Figure 2. MMI oil level display.

Technical Background

A backend problem can cause synchronization issues under certain situations.

Production Solution

Not applicable.

Service

The Audi connect backend will be improved in Q1/2021. No repairs are necessary.

Warranty

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

Additional Information

All part and service references provided in this TSB (2061490) 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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