



# Technical Service Bulletin

## 91 GEN3 Audi connect has no function with SOS LED not green

91 21 00 2061028/2 May 4, 2021. Supersedes Technical Service Bulletin Group 91 number 20-20 dated October 15, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5, Sportback, S5, S5 Cabriolet, S5 Sportback, RS5, RS5 Cabriolet, A6, A6 allroad, A6 Avant, S6, RS6 Avant, A7, S7, RS7, A8, S8, Q5, SQ5, Q7, SQ7, Q8, SQ8, RSQ8, Audi e-tron quattro, and Audi e-tron Sportback	2021 - 2023	All	GEN3

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Updated Elsa display and added model years) Revised <i>Service</i> (Updated with latest information)
1	10/16/2020	Initial publication

### Customer states:

One or all of the following conditions exist:

- Audi connect services do not function.
- SOS LED is off or flashes red.



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- The Roadside button does not function.
- The News and Weather Tiles are missing in the MMI.
- The navigation satellite map view cannot be activated.

## Technical Background

The 3rd Generation of the Audi connect system was first introduced into the MY20 B9 PI. All Model Year 2021 vehicles, except for Q3, TT, and R8, now utilize the new 3rd Generation of Audi connect. With this new GEN3 system, the SOS light can take longer to turn green after PDI. This new system utilizes a “white label” SIM card that is not preregistered to any USA specific mobile carrier at the factory. For the USA, AoA partnered with Verizon as our preferred carrier for the GEN3 system. For comparison, the 2nd Generation of the Audi connect system utilizes an AT&T SIM that is preregistered before the car leaves the factory.

## Production Solution

Not applicable.

## Service

Since the 3<sup>rd</sup> Generation Audi connect system utilizes a SIM that is not preregistered at the factory. The SIM must go through a “Registration and Pairing” (R&P) process once the ConBox flight mode is deactivated. The R&P process typically takes 20 minutes under ideal conditions but often requires a subsequent sleep cycle. In some cases, this process can take up to 1-2 hours, depending on the signal strength and the backend system availability. Once the embedded SIM (eSIM) has completed the R&P process, the SOS light will turn green.

With the GEN2 system, the SOS light turns green almost immediately after flight mode is removed because the R&P process occurs immediately after the vehicle rolls off the factory line. As a result, this process is completed before the vehicle arrives at the US port. With the GEN3 system, the R&P process will always take longer as compared to a GEN2 vehicle.

The SOS light, in most cases, will activate after the initial test drive following the PDI or after the vehicle has had time to go through a long sleep cycle of 30 minutes or longer.

*The steps below explain at a very high level how the registration and pairing process works for GEN3 vehicles. This complex process is why the R&P can take a longer amount versus a GEN2 vehicle.*

- **Step 1:** Flight mode (aka Airplane Mode) is deactivated during the PDI process, the telephone module and SIM wake up.
- **Step 2:** The SIM attempts to connect to Cubic in Europe using a roaming data connection that utilizes AT&T or T-Mobile. *If there is poor AT&T or T-Mobile service in the immediate area or inside the service bay, then this step could fail until the car is moved to an area with a stronger AT&T or T-Mobile signal.*
- **Step 3:** After the vehicle registers with Cubic, the device receives an eSIM profile for Verizon.



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- **Step 4:** Once the Verizon profile is downloaded, the device will disconnect from AT&T or T-Mobile and attempt registration to Verizon's LTE network. *If there is poor Verizon service in the immediate area or inside the service bay, this step could fail until the car is moved to an area with a stronger Verizon signal. A long sleep cycle of 30 minutes or more may be needed at this point.*
- **Step 5:** Next, the Verizon profile is successfully downloaded. The device will inform Cubic that it will always use the Verizon network from that point forward (setting Verizon as the default network connection).
- **Step 6:** Cubic will then activate the Wi-Fi profile for the device. At the same time, Cubic will activate dealer demo mode in the Audi connect backend.
- **Step 7:** Lastly, the MMI and Gateway modules should download the Audi connect licenses for PRIME and CARE. At this point, barring any issues in the backend systems, the SOS light should turn green.

**If you experience issues with the activation process, then follow the steps below:**

1. If the SOS light does not turn green after the PDI test drive or after the car has been through a long sleep cycle following the PDI test drive, allow the car to sit outside with the ignition on for 20-30 minutes with the engine running. If this has already been done, then move to step 2.
2. Perform a long sleep cycle of 30 minutes or more. To do this, disconnect any ODIS testers, roll up the windows and close the hood and trunk. Next, lock the doors. Doing this will allow the car to go to sleep faster.
3. Turn the car on and check the status of the SOS light after 10-15 minutes.
4. After rechecking the system, if the SOS does not go green, repeat steps 1-3 a second time.
5. If the SOS does not go green after the second time through steps 1-3, please perform a capacitive discharge by disconnecting the vehicle 12V battery from the vehicle electronics. It is no longer required to remove the backup battery from the ConBox as long as the capacitive discharge is performed for 60 seconds or more while there is no active emergency or roadside call in the vehicle.
6. Let the car sit for 60 seconds with the 12v battery disconnected, and reconnect the battery and turn on the ignition.
7. Check the status of the SOS light. If at this point the SOS light does not turn green, open a [web ticket](#) with the Audi connect Technical Support Team: <https://audi.zendesk.com/>.



**Note:**

You will need to use a dealer email address to register. Using a personal Gmail or Yahoo account will not allow you to register to the site. If this is not possible, then please contact us at [connect.support@audi.com](mailto:connect.support@audi.com) so we can verify your dealer credentials and then allow you to utilize your personal email to access the web ticketing system.



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## Warranty

This TSB is informational only and not applicable to any Audi Warranty. This procedure is a necessary part of the vehicle PDI.

## Additional Information

All part and service references provided in this TSB (2061028) 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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