



Technical Service Bulletin

91 Audi connect GEN3: MY21 A8/S8 No Services in MMI and SOS LED does not turn green after PDI

91 21 25 2064386/1 September 1, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8, S8	2021	All	Not Applicable

Condition

One or all of the following conditions exist:

- The vehicle is a MY2021 A8 or S8.
- Audi connect services do not function.
- SOS LED is off or flashes red.

Technical Background

A technical configuration issue exists in the Audi connect backend that only affects late-built MY21 A8 & S8 models built around CW25/21 and later.

Production Solution

A customer service solution is being developed and does not affect new vehicle production.

Service

If after performing the PDI Total process the SOS flashes red and does not transition to a solid green light, then please 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 for access to the web ticketing system. 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 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 (2064386) 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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