



Technical Service Bulletin

91 Audi connect: Q4 e-tron Connected Vehicle Features & Functions Explained

91 22 12 2067608/1 July 25, 2022.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron quattro, and Q4 e-tron Sportback quattro	2022 – 2023	All	Not Applicable

Condition

Customer States:

There are missing connected vehicle features or functions compared to other Audi models.

Technical Background

The Q4 e-tron is built on the VW MEB (Electric platform) and is limited to the features and functions developed by VW. This creates a gap in the feature set compared to other Audi e-tron vehicles. Below is a comparison list of features between the Model Year 2022 Q4 e-tron and the Model Year 2022 e-tron SUV. Any differences are due to the unique MEB vehicle architecture. There are no plans to implement retrofit solutions as a future service campaign. If this changes, it will be communicated to the customers and dealers at the time of release.

Vehicle Configurations



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All Model Year 2022 Q4 vehicles are equipped with Audi connect remote services via the myAudi app. These vehicles come in two variants.

- Vehicles with Navigation (PR code 7UG) include the Audi connect services in the MMI (diagnostic address 005F – J794) and the Audi connect remote services controlled by the OCU module (diagnostic address 0075 – J949).
- Vehicles without Navigation (PR code 7Q0) only include the Audi connect remote services controlled by the OCU module (diagnostic address 0075 – J949).

Audi connect Backends

The Q4 e-tron communicates to a different Audi connect backend as compared to all other Audi models. This is important to understand when troubleshooting customer complaints. The Q4 e-tron cannot be compared to any other Audi model unless it is another Q4 e-tron. When outages are announced by the Audi connect Technical Support Team, the backend provider will be included in the announcement.

The Q4 e-tron Audi connect backend is provided by a 3rd-party provider.

- GEN3 - Wireless Car backend.

The Audi connect backend for all other vehicles is provided by AUDI AG.

- GEN1 – MBB Webcenter backend (e.g. MIB1, MIB2 using a removable plastic SIM).
- GEN2 – MBB Webcenter backend (e.g. MIB2 & MIB2+ with embedded SIM).
- GEN3 – One Digital Platform (ODP) backend (e.g. MIB3 with embedded SIM).

Feature/Function	Q4 Vehicle System	MY22 Q4 e-tron	MY22 e-tron SUV
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SOS / eCall	OCU	No (*planned for MY23)	Yes
Roadside Call	OCU	No (*planned for MY23)	Yes
Remote Lock/Unlock	OCU	No (*planned for MY24)	Yes
Key User	OCU	Yes (See Service)	Yes
Secondary User	OCU	No	Yes
Vehicle Status Reports	OCU	Yes	Yes
myAudi Login in Vehicle	OCU	Yes	Yes
Set Key User in Vehicle	OCU	No (*planned for MY23)	Yes
Remote Battery Charging Status	OCU	Yes	Yes
Remote Charge Planning	OCU	Yes (See Service)	Yes
Remote Climatization	OCU	Yes	Yes
Warning Messages	OCU	Yes	Yes
Premium Charging Credits	App	Yes	Yes
Car Finder	OCU	Yes	Yes
Satellite Maps	MMI	Yes	Yes



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Online Map Updates (OTA)	MMI	Yes	Yes
Online Traffic	MMI	Yes	Yes
e-tron Route Planner	MMI	Yes	Yes
Online Radio	MMI	Yes	Yes
SiriusXM 360L	MMI	Yes	Yes
Apple Music	MMI	No	Yes
Amazon Music	MMI	No	Yes
Amazon Alexa	MMI	No	Yes
Online POI Search	MMI	Yes	Yes
News	MMI	Yes	Yes
Weather	MMI	Yes	Yes
Stolen Vehicle Locator Service	OCU	Yes	Yes
Online Speech Dialog System	MMI	Yes	Yes
Online Remote Updates for Vehicle Software	OCU/MMI	Not at launch (After ME3.2 SW Update by Dealer)	No



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Plug-N-Charge	OCU	No (*planned for MY23)	No (*planned for MY23)
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*Planned feature updates are subject to change.

Production Solution

Not applicable.

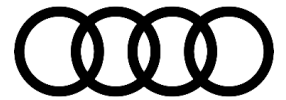
Service

Please inform the customer of the list of features and functions that are available for the Model Year 2022 Q4 e-tron. Please note that some features are planned as enhancements for future model years, but this is subject to change.

Some clarifications of the services are listed below.

Setting Key User

- Setting the key user in the vehicle is not possible for Model Year 2022 Q4 due to the limitations of the vehicle software. The vehicle software will be changed for subsequent model years to allow setting key users in the MMI.
- There is no vehicle code shipped with the vehicle.
- It is not possible to order a replacement vehicle code. Any replacement code will not work for setting the key user via the myAudi app.
- Setting the key user is only possible by the dealer using the Customer Registration Application.



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Removing Key User

- To remove the key user, the vehicle should be removed from the active key user's myAudi account, or the MMI should be factory reset (Please note that the MMI may still indicate the key user is still set in the vehicle despite it being reset in the Audi connect backend after a factory reset).

Setting a Subsequent Key User

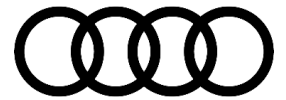
- To set a new key user with an active key user:
 - _ Factory reset the MMI to remove the current key user. (Please note that the MMI may still indicate the key user is still set in the vehicle despite it being reset in the Audi connect backend).
 - _ Register the customer using the Customer Registration Application. This must be done in this order.
 - _ Check the myAudi app by refreshing the vehicle information (pull down on the app screen to refresh the data).

Vehicle Code or Activation Card

- For Model Year 2022 Q4, it is not possible to order a replacement vehicle code or Activation card.

Remote Charge Planning

- Setting a future time to ensure the vehicle is fully charged is possible using two methods (same method as with other Audi models).
 - _ Setting manually in the MMI.
 - _ Setting remotely in the myAudi app and sending to car via the backend.
- **For vehicles without factory navigation, PR code 7Q0**, there is a known vehicle software concern that causes the time to set for a remote charge timer to UTC (+0) time.



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- For example, if the customer sets the charge time to 12 PM Eastern Daylight Time, the MMI will show the time for 4 PM (+4hrs) and the car will not fully charge until the time listed in the MMI. This is not an issue when setting the time in the car via the MMI. However, any timer set in the MMI will show the UTC time in the myAudi app after it has synced to the Audi connect backend.
- At the start of the new vehicle launch in the USA, the only work around is to ask customers to subtract the UTC offset time for their time zone when setting the timer via the myAudi app. For example:
 - _ Eastern Daylight Time is UTC -4hrs. Thus, a customer wanting to set the timer for 12 PM EDT would need to set the timer to 8 AM EDT in the myAudi app (EDT changes to Eastern Standard Time is UTC -5 in the Fall).
 - _ Customers can also set the charge time in the MMI using their local time set in the vehicle, but the time shown in the myAudi app will always be UTC time.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2067608**) are subject to change and 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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