Technical Service Bulletin

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

91 22 15 2067608/3 August 1, 2022. Supersedes Technical Service Bulletin Group 91 number 22-14 dated July 28, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4	2022 – 2023	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised *Technical Background* (Amazon Alexa & Charge Timers)
2	06/28/2022	Revised *Technical Background* (updated verbiage)
1	07/25/2022	Initial publication

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

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the unique MEB vehicle architecture. There are no plans to implement retrofit solutions as a future service campaign.

Vehicle Configurations

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
SOS / eCall	OCU	Only cars built after CW08/22.	Yes

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Roadside Call	OCU	Only cars built after CW08/22.	Yes
Remote Lock/Unlock	OCU	No	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	Only cars built after CW08/22. Feature only available sometime after CW36/22*	Feature only available sometime after CW36/22*
Audi connect Activation Card with Vehicle Code for Setting Key User	OCU	Only cars built after CW08/22. Feature only available sometime after CW36/22*	Yes
Remote Battery Charging Status	OCU	Yes	Yes
Remote Charge Planning (Timers)	OCU	No	Yes
Remote Charge Planning (Settings)	OCU	Yes	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

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	Yes	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	No	No
Plug-N-Charge	OCU	No	No

* The date is approximate and subject to change.

Production Solution
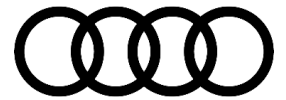
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Not applicable.

Service

Please inform the customer of the available features and functions 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.

Service Portlet in the Group Retail Portal

- At the time of the new vehicle launch, the Q4 e-tron will not show in Service Portlet. At the time of publishing this bulletin, there is no estimated time when support will be added for the Q4 in Service Portlet.

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.

- Setting the key user is only possible by the dealer using the Customer Registration Application.

- It is not possible to set a secondary user.

Vehicle Code or Activation Card

- Only cars built after CW08/22 will come with an Audi connect Activation card. The vehicle code can only be entered using the myAudi app. Cars built before this time will not have the option to use a vehicle code.

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

- Any replacement code will not work for setting the key user via the myAudi app.

Removing Key User

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- 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).

Remote Climatization (Timers)

- Setting a future time for remote climatization is possible using two methods (the same applies to other Audi e-tron models).

  - Setting manually in the MMI.

  - Setting remotely in the myAudi app and sending to the 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 timer to UTC (+0) time.

- For example, if the customer sets the timer to 12 PM Eastern Daylight Time, the MMI will show the time for 4 PM (+4hrs), and the car will not climatize the interior until the time shown 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 time as UTC in the myAudi app after it has synced to the Audi connect backend (e.g., setting for 12 PM EDT will show 4 PM UTC in the app).

- At the start of the new vehicle launch in the USA, the only workaround is to ask customers to subtract the UTC offset time for their time zone when setting the timer via the myAudi app. For example:
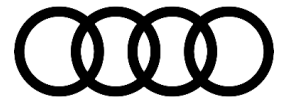
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- Eastern Daylight Time is UTC -4hrs. Thus, a customer wanting to set the timer for 12 PM EDT would need to set the timer to 8 AM EDT in the myAudi app (EDT changes to Eastern Standard Time in the Fall, and EST is UTC -5).

- Customers can also set the charge time in the MMI using their local time specified in the vehicle, but the time as set in the myAudi app will always be UTC.

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.