



Technical Service Bulletin

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

91 22 22 2067608/4 August 16, 2022. Supersedes Technical Service Bulletin Group 91 number 22-15 dated August 1, 2022, for reasons listed below.

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

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Technical Background</i> (Stolen Vehicle Locator, dates, & updated verbiage)
3	08/01/2022	Revised <i>Technical Background</i> (Amazon Alexa & Charge Timers)
2	06/28/2022	Revised <i>Technical Background</i> (updated verbiage)

Customer States:

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

Technical Background



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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.

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
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Premium Charging Credits	App	Yes	
Amazon Alexa	MMI	Yes	
Amazon Music	MMI	No	
Amazon Music	MMI	No	
Apple Music	MMI	No	
Apple Music	MMI	No	
e-tron Route Planner	MMI	Yes	
Fuel Prices	MMI	Yes	
Hybrid Radio	MMI	Yes	
News	MMI	Yes	
Online Map Updates (OTA)	MMI	Yes	
Online POI Search	MMI	Yes	
Online Radio	MMI	Yes	
Online Speech Dialog System with Natural Voice Recognition	MMI	Yes	
Online Traffic	MMI	Yes	
Parking Information	MMI	Yes	
Predictive Route Guidance	MMI	Yes	
Satellite Maps	MMI	Yes	



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SiriusXM 360L	MMI	Yes	
Smartphone Calendar	MMI	Yes	
Traffic Light Information	MMI	Yes	
Travel Information	MMI	Yes	
Weather	MMI	Yes	
Audi connect Activation Card with Vehicle Code for Setting Key User	OCU	Only cars built after CW18/22. Key user setting in MMI available sometime after CW36/22*	
Car Finder	OCU	Yes	
Key User	OCU	Yes (See Service)	
myAudi Login in Vehicle	OCU	Yes	
myAudi Login with Personalization	OCU	Yes	
Plug-N-Charge	OCU	No	
Remote Battery Charging Status	OCU	Yes	
Remote Charge Planning (Settings)	OCU	Yes	
Remote Charge Planning (Timers)	OCU	No	
Remote Climatization	OCU	Yes	
Remote Lock/Unlock	OCU	No	
Roadside Call	OCU	Only cars built after CW18/22.	
Secondary User	OCU	No	



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Set Key User in Vehicle (input via MMI)	OCU	Only cars built after CW18/22. Feature only available sometime after CW36/22*	Feature only available CW
SOS / eCall	OCU	Only cars built after CW18/22.	
Stolen Vehicle Locator Service	OCU	No	
Vehicle Status Reports	OCU	Yes	
Warning Messages	OCU	Yes	
Online Remote Updates for Vehicle Software	OCU/MMI	No	

* The date is approximate and subject to change.

Production Solution

Not applicable.

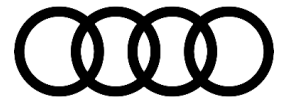
Service

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 all license statuses 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.



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Setting Key User

- For cars without an Audi connect Activation card, setting the key user in the vehicle is not possible for Model Year 2022 Q4. For cars that have an Audi connect Activation card, the ability to enter the vehicle code into the MMI will come at a later date.
- For cars without an Audi connect Activation card, setting the key user is only possible by the dealer using the Customer Registration Application.
- For cars with an Audi connect Activation card, the customer can scan the activation card into the myAudi app and set the preliminary key user. Then the customer has 72hrs to complete the myAudi login in the MMI (*Users >> Add New User >> myAudi Login*).
- Additionally, for cars with an Audi connect Activation card, dealers can still set key user using the Customer Registration Application.
- It is not possible to set a secondary user.

Vehicle Code or Activation Card

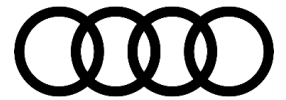
- Only cars built after CW18/22 will come with an Audi connect Activation card. The vehicle code can only be entered using the myAudi app and not in the MMI. Cars built before this time will not have the option to use a vehicle code. For help with setting key user, see the previous section titled, “Setting Key User.”
- 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

- 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 the vehicle was removed from the user’s account. It is recommended to perform a factory reset to remove key user).

Setting a Subsequent Key User

- To set a new key user with an active key user:

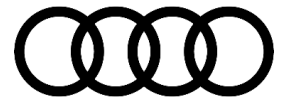


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- Factory reset the MMI to remove the current key user. (Please note that the MMI may still indicate the key user is still set in the vehicle despite it being reset in the Audi connect backend).
- Register the customer using the Customer Registration 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).
 - Option 1: Setting manually in the MMI.
 - Option 2: 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 set time for any remote timers via the app to be set to UTC (+0) time once transferred from the backend to the vehicle.
- 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 in the MMI 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:
 - 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.



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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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