



Technical Service Bulletin

91 Audi connect & Infotainment Warranty Submission Instructions for MY23 and Onwards

91 22 43 2068171/1 November 4, 2022.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Models	2023 – 2024	All	Not applicable

Condition

Customer statement:

The customer concerns are related to the infotainment system or Audi connect.

Workshop findings:



Please note: This TSB does not contain any repair instructions. It provides information on new damage codes related to the infotainment system and Audi connect, which should be used from MY23 onwards.

Please use these new damage codes when invoicing the concerns described in the “Warranty accounting instructions” section.

More new damage codes will be added in subsequent revisions.

Technical Background

The damage codes that have been used up to now for concerns related to functions of the infotainment system and Audi connect (0039 and 0040) are often insufficient for describing the cause or conditions of a customer concern. Audi has expanded the existing concept for damage codes related to the infotainment system and Audi connect to enable more specific invoicing.



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Please refer to the "Warranty" section for how to apply it.

Production Solution

Not applicable.

Service

Not applicable.

Warranty

The following new information/principles apply concerning selecting the correct service number and the newly defined damage codes when invoicing for concerns related to the infotainment system and Audi connect. Please refer to Audi Warranty Communication **AWC-22-12** at www.audi-wpi.com for further information.



Selecting service number

1. Service number 9107 may not be used to invoice the replacement of parts. This service number is only for technical issues not caused by the vehicle, such as issues with the mobile network or backend server.
2. Work performed on the vehicle due to an issue not caused by the vehicle must be invoiced using service number 9107 and not the service number for the component on which the repair was performed. Examples of this type would be a terminal 30 reset based on instructions given in response to a technical repair query from TAC or Audi connect Technical Support or reporting obligation during a technical launch.



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3. The service number for a control unit (e.g. 9145, 9170, or 9196) should be used when submitting a warranty claim only if the component in question was determined to be the root cause of the customer concern (e.g., if the control unit had to be replaced).

Service number	Component/meaning
9170	<u>Telematics control unit</u> Diagnostic address 0075 OCU3 or OCU4 Models: A3, Q3, Q4 (including S and RS versions) System designation in the diagnostic log includes "OCU..."
9145	<u>Transmitter and receiver unit</u> Diagnostic address 0075 Connectivity box Low or Connectivity box High (ConBox) Models: A4, A5, Q5, A6, A7, Q7, A8, Q8, e-tron, e-tron GT (including S and RS versions) System designation in the diagnostic log includes "ConBox" or "CB_H_"
9196	<u>Control unit for display and operating unit</u> Diagnostic address 005F Information electronics (MMI) Models: all
9107	<u>Online services</u> Audi connect systems or components outside of the vehicle (e.g., mobile network provider or the backend server)



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Damage code

New damage codes have been created for specific service numbers for particular concerns.

A039 = Emergency call button LED is not green (SOS is Red)

A139 = myAudi login error (Customer cannot log into myAudi in MMI)

As a result, the following additional combinations may be used for invoicing:

Service number / damage code	Concern	Explanation
9107 / A039	The emergency call LED is not green.	For work performed on a vehicle due to an issue not caused by vehicle technology
9145 / A039	The emergency call LED is not green.	The emergency call module causes this issue, and the system designation is " <u>ConBox</u> " or " <u>CB_H_</u> " (diagnostic address 0075 for A4, A5, Q5, A6, A7, Q7, A8, Q8, e-tron, & e-tron GT)
9170 / A039	The emergency call LED is not green.	The emergency call module causes this issue, and the system designation is " <u>OCU</u> " (diagnostic address 0075 for A3, Q3, & Q4)
9107 / A139	The myAudi login in the vehicle does not work.	For work performed on a vehicle due to an issue not caused by vehicle hardware



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9196 / A139	The myAudi login in the vehicle does not work.	The issue is caused by the information electronics control unit (diagnostic address 005F).
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More new damage codes will be defined in the future and published in subsequent revisions of this technical service bulletin.

If the repair in the warranty claim does not correspond to one of the concerns included in the table above, please continue to use damage codes 0039 and 0040.



An overview of the current infotainment & Audi connect components and their corresponding service numbers are provided in the attachment.

Additional Information

Please refer to Audi Warranty Communication, *AWC-22-12: Infotainment System/connect Claim Coding*.

All parts and service references provided in this TSB (2068171) are subject to change and/or removal.

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