



91 Audi connect does not function after 91DZ campaign (MY22 e-tron GT)

91 22 56 2068824/1 December 8, 2022.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron GT, and RS e-tron GT	2022	000001 – 002700	Audi connect

Condition

The customer states the Audi connect services in the MMI and the myAudi app no longer function after the 91DZ campaign was completed.

Technical Background

The 91DZ campaign updates three major control models in the vehicle, the Infotainment control module (J794), the On-Board Diagnostic Interface control module (J533), and the ConBox control module (J949). Once each control unit is updated, a new software coding container is assigned, and it is from this container that the parameter settings and coding values are derived. An incorrect coding container is given to the On-Board Diagnostic Interface control module (J533) and causes the coding to be incorrect.

Early-built e-tron GT vehicles, produced before CW36 of calendar year 2021 utilized an older Audi connect backend server for online connectivity. Since then, all MIB3 cars now use a newer Audi connect backend server.

The On-Board Diagnostic Interface control module (J533) coding contains a byte with a bit configuration that determines which backend the vehicle should use, either the older or, the newer backend server. Only e-tron GTs built before CW36/21 must still point to the older Audi connect backend server. The older backend server will automatically redirect all vehicle communication to the newer backend. This scenario is unique only for these vehicles.

Production Solution

A new coding container will be assigned to the SVM code used during the 91DZ software update.

Service

It is important to note that once the On-Board Diagnostic Interface control module (J533) coding is corrected, future service work may be needed to make the change permanent once the coding container is corrected. Until then, any SVM work performed on the vehicle could change the On-Board Diagnostic Interface control module (J533) coding back to the incorrect value.

Short-term solution: Manually code the On-Board Diagnostic Interface control module (J533) to redirect the vehicle's Audi connect system to the correct back end server.



1. Start ODIS, use Diagnosis (GFF), enter Control Module OBD, and query the Diagnostic Address 0019 – Data Bus On-Board Diagnostic Interface (J533). These steps can also be achieved using Self-Diagnosis, but one must use this process for warranty reporting and reimbursement. If one uses the Self-Diagnosis directly from the start of ODIS, no GFF log will be uploaded to reflect the work being performed (Figure 1).

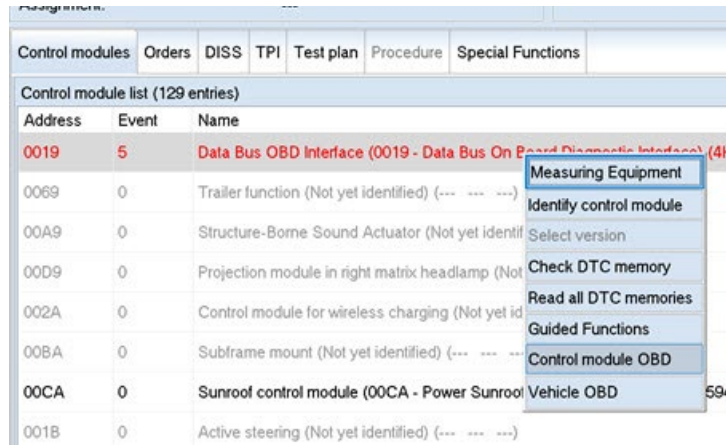


Figure 1. Control Module OBD.

2. Right-click on the diagnostic address 0019, On-board diagnostic interface control module (J533).
3. Select “Coding” (not the installation coding) and view the coding for Byte 28 (Figure 2).

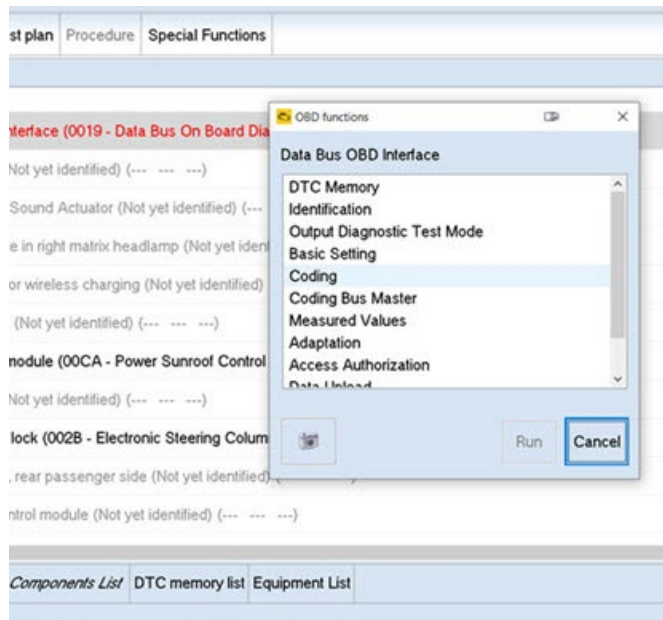


Figure 2: Coding from Self-Diagnosis.

4. At the bottom of the screen, select “BINARY” to switch the view from plain text to binary.



5. Scroll down to Byte 28. It should have a current value of 0000100. All other bytes after this one should be zeros (Figure 3).



DOUBLE-CHECK TO ENSURE YOU CHANGE THE CORRECT BYTE.

Byte no.	Current hex value	Current binary value	Hex input	Binary input
24	09	00001001		
25	00	00000000		
26	00	00000000		
27	9F	10011111		
28	04	0000100	00	0000000
29	00	00000000		
30	00	00000000		
31	00	00000000		

Figure 3. Binary Coding.

6. Change Byte 28 to a value Binary coding of 0000000 or 0x04 HEX (Figure 3).

Here is an example looking at the complete coding in HEX:

Current coding (incorrect after 91DZ):

02010001040100C000810400015B0136BEAB0067180000000900009F04000000

New Correct Coding:

02010001040100C000810400015B0136BEAB0067180000000900009F00000000

7. Save the changes by selecting “Accept” at the bottom of the screen and back out of ODIS.
8. Let the car go through a bus sleep cycle.
9. Then recheck the services to ensure the Audi connect installation message shows on the MMI.

If at any time after this process, the Audi connect system does not function correctly, open a ticket with the Audi connect Technical Support team via the web ticketing system <https://audi.zendesk.com>.

Warranty

Technical Service Bulletin



Claim Type:	110 up to 48 Months/50,000 Miles. If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9107		
Damage Code:	0039		
Diagnostic Time:	GFF	0150 0000	50 TU
Claim Comment:	As per TSB 2068824/1		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2068824**) 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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