

Technical Service Bulletin



91 Wireless ASI - connection drop-outs at specific locations (e.g. toll booths)

91 23 62 2068838/2 January 20, 2023. Supersedes Technical Service Bulletin Group 91 number 22-54 dated December 7, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, S3, RS 3, Q3, Q4 e-tron, and Q4 Sportback e-tron	2022 – 2024	All	MIB3 with ASI

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Updated steps for A3/Q3, and Q4)
1	12/07/2022	Initial publication

Customer states:

The wireless ASI (Apple CarPlay or AndroidAuto) connection is lost or interrupted reproducibly at certain specific locations (for example, near toll booths or other microwave transmitters).

The connection is usually reestablished when leaving the affected area.

The connection drop-outs manifest from an interruption in music streaming up to a temporary complete loss of the wireless connection to the vehicle.

Workshop findings:

- No relevant DTCs are stored.

Technical Background

Outside interference on the 2.4GHz and 5GHz wireless frequency spectra can cause the ASI connection in the vehicle to become unstable.

Production Solution

Not applicable.

Service

Technical Service Bulletin



A robustness measure has been introduced to improve system behavior when driving in an area with strong outside interference on the WiFi spectrum:

For A3/Q3 vehicles:

1. Turn on the ignition and wait approximately five minutes for the MMI system to be fully initialized.
2. Complete the test plan “*Replace control module J794*”, including all populated sub test plans via GFF in ODIS, **without** actually replacing any parts.
3. When asked if the old control unit is still installed in the vehicle, select “no”.
4. Perform a vehicle bus sleep cycle.

For Q4 vehicles:

An optimization is expected to be released by the end of Q1/2023 (subject to change)

This measure will reduce the susceptibility of the vehicle to external interference on the WiFi frequency spectrum. However, due to its nature, it cannot be ruled out that strong interference may still cause the ASI connection to drop. Due to physical limitations, this may not always be preventable.

A wired ASI connection can be used. Wired connections are not susceptible to the same kind of interference.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 Up to 50,000 Miles/48 Months.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	0039		
Labor Operations:	Check vehicle (bus sleep cycle)	0689 0199	10 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2068838/2		

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

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