

Technical Service Bulletin



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

91 23 71 2068171/4 February 7, 2023. Supersedes Technical Service Bulletin Group 91 number 23-57 dated January 3, 2023, for reasons listed below.

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

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Warranty</i> (Added example & link to Warranty Bulletin)
3	01/03/2023	Revised <i>Warranty</i> (Added additional damage codes)
2	11/23/2022	Revised <i>Warranty</i> (Added additional damage codes)

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.

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.
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>

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	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)
9103	<u>Rear MMI control panel</u> Rear seat wireless control head (SCON) Models: A8
9193	<u>Touch screen display unit</u> Front MMI touch-screen display (both single and dual displays)
9194	<u>Display unit</u> Front MMI display (non touch-screen)



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)

A239 = screen off, sound is working

A339 = Online map update not available

A439 = Online map update error

A539 = MMI not starting, welcome screen

A639 = display flickers/distorted

A739 = Touch display responds without any contact being made

A839 = Navigation destination deleted/missing

A939 = display blue

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

Service number / damage code	Concern	Explanation/ Cause Detected
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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
9196 / A139	The myAudi login in the vehicle does not work.	The issue is caused by the information electronics control unit (diagnostic address 005F).
9103 / A239	Nothing is shown on the screen, but the sound output is working.	The complaint relates to a display in the rear of the vehicle.
9193 / A239	Nothing is shown on the screen, but the sound output is working.	A faulty front touch display was found to be the cause
9194 / A239	Nothing is shown on the screen, but the sound output is working.	A faulty front display was found to be the cause (MMI displays without touch function).
9196 / A239	Nothing is shown on the screen, but the sound output is working.	The issue is caused by the information electronics (diagnostic address 005F).
9107 / A339	No online map update is offered in the vehicle.	For work performed on a vehicle due to an issue not caused by vehicle technology
9196 / A339	No online map update is offered in the vehicle.	The issue is caused by the information electronics (diagnostic address 005F).
9107 / A439	An online map update was started but is canceled or shows an error message.	For work performed on a vehicle due to an issue not caused by vehicle technology
9196 / A439	An online map update was started but is canceled or shows an error message.	The issue is caused by the information electronics (diagnostic address 005F).
9170 / A539	The MMI gets stuck on the welcome screen after it is switched on.	The emergency call module causes this issue, and the system designation includes “ <u>OCU</u> ” (diagnostic address 0075).

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9196 / A539	The MMI gets stuck on the welcome screen after it is switched on.	The issue is caused by the information electronics (diagnostic address 005F).
9193 / A639	The display flickers or appears to be distorted.	A front touch display was found to be the cause.
9196 / A639	The display flickers or appears to be distorted.	The issue is caused by the information electronics (diagnostic address 005F).
9193 / A739	A stored navigation destination, the most recent destinations or the home address deletes itself.	A front touch display was found to be the cause.
9107 / A839	A stored navigation destination, the most recent destinations or the home address deletes itself.	For work performed on a vehicle due to an issue not caused by vehicle technology
9196 / A839	A stored navigation destination, the most recent destinations or the home address deletes itself.	The issue is caused by the information electronics (diagnostic address 005F).
9196 / A939	The screen is blue on one or both front displays.	The issue is caused by the information electronics (diagnostic address 005F).
9193 / A939	The screen is blue on one or both front displays.	A front touch display was found to be the cause.
9194 / A939	The screen is blue on one or both front displays.	A front display was found to be the cause (display without touch function).

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.

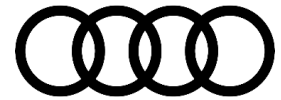


An overview of the current infotainment & Audi connect components and their corresponding service numbers are provided in the attachment.

How to identify Labor Operation Codes for service numbers that do not have codes in Elsa:

When submitting warranty claims for work orders that include labor operations that are not listed in Elsa, reference the Audi Warranty Policies and Procedures Bulletin "AWA 22-15," released November 23, 2022. To access this bulletin, go to the Audi Warranty Online we portal using iAudi/AccessAudi (*App Links >> Service >> Audi Warranty Online >> Search "AWA 22-15"*).

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Direct Link to Bulletin:

https://www.audi-wpi.com/upload/AWA_2215_Activity_Codes.pdf

Example:			
Claim Type:	110		
Service Number:	9107		
Damage Code:	A039		
Labor Operations:	The emergency call LED is not green.	9107 3599	40 TU
	The myAudi login in the vehicle does not work.	9107 2599	20 TU

Additional Information

Please refer to Audi Warranty Communication, *AWC 22-12: Infotainment System/connect Claim Coding* and Audi Warranty Bulletin, *AWA 22-15: Warranty Policies and Procedures Bulletin*

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

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