Technical Service Bulletin

91 Wireless ASI - connection drop-outs at specific locations (e.g. toll booths)
91 24 67 2068838/4 February 9, 2024. Supersedes Technical Service Bulletin Group 91 number 23-13 dated July 17, 2023 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 – 2023	All	Wireless Audi Smartphone Interface

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
4	-	Revised *Service* (updated part numbers) Revised *Warranty* (updated labor op)
3	07/17/2023	Revised header (updated software filter and model years) Revised *Service* (added SW update procedure)
2	06/06/2023	Revised *Service* (Updated steps for A3/Q3, and Q4)

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.

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Service

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

CAUTION

Check the part number of the information electronics control module –J794– carefully against the table below and use the correct section of this TSB.

For A3/Q3/Q4 vehicles with Information electronics control module –J794– (address word 005F) SW 38:**

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the with Information electronics control module –J794– (address word 005F) using the SVM action code as listed in the table below, if necessary:

Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
A3/Q3/Q4	89A.035.043.C 89A.035.046.A 89A.035.070.C 89A.035.086.A 89A.035.092.B 89A.035.140.A 89A.035.057.A 89A.035.054.B 89A.035.050.B 89A.035.057.A 89A.035.140.A 82A.035.057.B 82A.035.020.B 82A.035.065.B 82A.035.054.B 82A.035.054.H 82A.035.063.B	38**	*	*	5FA035

	82A.035.050.H 82A.035.019.B 82A.035.048.B 82A.035.046.B 82A.035.043.B 82A.035.019.J 82A.035.021.A 82A.035.050.B 8Y0.035.057.C 82A.035.018.B 82A.035.010.B 82A.035.067.B 82A.035.018.J 8Y0.035.063.C 8Y0.035.054.J 8Y0.035.054.C 8Y0.035.050.C 8Y0.035.065.C 8Y0.035.067.C 8Y0.035.048.F 8Y0.035.043.F 8Y0.035.046.F 8Y0.035.050.J 4CG.035.140				

Table 1: Software update table for A3/Q3/Q4

A3/Q3 vehicles with Information electronics control module –J794– (address word 005F) SW36 or SW38** and part numbers not included in *Table 1***

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** 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 with Information electronics control module –J794– (address word 005F) SW36:**

An optimization was implemented by service campaign 91EV.

This measure will reduce the susceptibility of the vehicle to external interference on the Wi-Fi 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:	• 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 0060	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 2068838/3		

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 parts and service references provided in this TSB (**2068838**) are subject to change and/or removal.