

Technical Service Bulletin

Topic	91 Audi Connect ConMod: Q6 e-tron functional issues with connect services
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077111/1
Level	EH
Status	Released for publishing
Release date	Mar 4, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> Online Services -> road sign detection (online service)	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> display fuel stations and charging stations	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> GSM data connection (2G)	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> Online Services configuration	functionality -> cannot be selected	
information, navigation, communication, entertainment -> Online Services -> Online Services configuration -> Online Services automatic configuration	functionality -> cannot be selected	
information, navigation, communication, entertainment -> Online Services -> show weather information	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> mobile communication data plans	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> LTE data connection (4G)	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> UMTS data connection (3G)	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> displaying traffic light information	functionality -> no function	

New workshop code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> Online Services -> LTE data connection (4G)	control modules, services -> communication malfunction	
information, navigation, communication, entertainment -> Online Services -> LTE data connection (4G)	control modules, services -> communication interrupted	
information, navigation, communication, entertainment -> Online Services -> UMTS data connection (3G)	control modules, services -> communication malfunction	
information, navigation, communication, entertainment -> Online Services -> UMTS data connection (3G)	control modules, services -> communication interrupted	

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> Online Services -> GSM data connection (2G)	control modules, services -> communication interrupted	
information, navigation, communication, entertainment -> Online Services -> GSM data connection (2G)	control modules, services -> communication malfunction	
information, navigation, communication, entertainment -> Telematics, online services -> UMTS modem	functionality -> no function	
information, navigation, communication, entertainment -> Telematics, online services -> LTE antenna for telematics/online services	functionality -> no function	left
information, navigation, communication, entertainment -> Telematics, online services -> LTE antenna for telematics/online services	functionality -> no function	right

Vehicle data

Q6 e-tron, and SQ6 e-tron

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
GF*	2025	A		*	*	*

Documents

Document name
master.xml

Condition

Customer states:

The connect services are not working.

Workshop findings:

- The customer statements can be reproduced.
- The following functions may not be working, if they are standard and do not have to be purchased separately:
 - Online weather information cannot be called up
 - Online news cannot be called up
 - Online traffic information is not available
 - Satellite maps are not available
 - Online radio is not available
- The message “Offline” may occasionally appear on the MMI display.
- Creating a user in the MMI fails and the “try again later” or “technical error occurred” message appears.

Technical Background

Software issue.

Production Solution

Not applicable.

Service

NOTICE

Try to reproduce the customer complaint (based on the description/cause of the issue), so that it can be clearly assigned to this TSB. The following repair must only be carried out if all the criteria (model/type, chassis number, engine/motor, gearbox code, PR number(s), part number, software version, code, etc.) apply exactly. Otherwise, this solution will not eliminate the problem and repeat repairs may be necessary. In such a case, the warranty claim may be rejected, and the cost of the parts may be charged back.

Proceed as follows if this issue occurs:

Step 1. Perform the ODIS routine “Control module restart” for emergency call module control unit and communication unit J949 (diagnostic address 0075) and then assess whether the connect services are working.

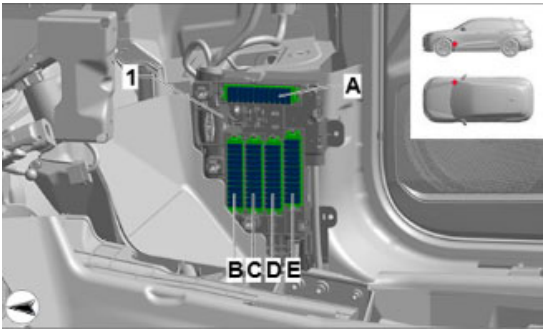


Figure 1. Fuse carrier C (SC9).



NOTICE

If the functions which were not working have been restored after Step 1, skip Step 2.

Step 2. Switch off the ignition

Remove fuse 9 on fuse carrier C (SC9) for emergency call module control unit and communication unit J949 on fuse carrier SC in right footwell for at least 1 minute.

Warranty

Claim Type:	<ul style="list-style-type: none">If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9107		
Damage Code:	AG39		
Labor Operations:	GFF / Guided Functions	0150 0010	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Labor according to diagnostic log
	Service telematics control unit	9170 4199	10 TU
Claim Comment:	As per TSB 2077111/1		

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 (2077111) 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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