



Technical Service Bulletin

91 Audi connect Gen2: Key User, AcVDM, Vehicle Code, & myAudi PIN Troubleshooting

91 16 78 2043037/3 October 5, 2016. Supersedes Technical Service Bulletin Group 91 number 16-40 dated April 25, 2016 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, Q7	2017 - 2019	All	With Audi connect

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised Topic (Edited title) Revised <i>Technical Background</i> (Added note about creating new myAudi account) Revised <i>Service</i> (Added Terminal 30 reset for Gateway; Gateway needs GPS time for Key User setting)
2	04/25/2016	Revised header data (Added models and model years) Revised <i>Technical Background</i> (Added information about Audi connect CARE package on vehicles without Audi connect) Revised <i>Service</i> (Added Tip)
1	02/03/2016	Initial publication

Any of the following conditions may apply:

- The customer does not know how to become a Key User of the vehicle.
- The customer's vehicle has the SOS and Roadside buttons installed but does not have Audi connect in the MMI (no Navigation).
- The customer does not understand the different PINs used with the Audi connect Gen2 system.
- The customer has completed the Audi connect User Management Registration in myAudi and has a contract ID (PDF Form), but the remote services do not work in the vehicle.
- The customer receives an error when entering the vehicle code into the MMI.

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- The customer or dealer has lost the scratch-off vehicle code and needs to replace it.
- The customer does not know the four-digit app PIN for remotely locking and unlocking the vehicle with the MMI connect smartphone app.

Technical Background

Due to the “connected” nature of the Audi connect Gen2 system, new layers of security using PINs have been implemented. In order to use the new remote services of the Audi connect Gen2 system, the customer must first become a Key User of the vehicle.

The customer does not know how to become Key User of the vehicle:

- Watch the Audi intellect video at <https://audiacademy.kzoplatform.com/#/player/medium/548318363865060564> to understand the Key User process and for additional information when diagnosing Audi connect Gen2 concerns.

The customer’s vehicle has the SOS and Roadside buttons installed, but does not have Audi connect in the MMI (no Navigation):

- Starting with model year 2017 A4 vehicles, the connected Gateway with an embedded SIM can be installed in vehicles that do not have an MMI with an embedded SIM. With this configuration, the vehicle automatically has the free 10-year Audi connect CARE package, which includes Roadside Assistance call, SOS/Emergency call (automatic in a severe crash or by manually pressing the button), Stolen Vehicle Locator, and Audi Service Request. Dealers must verify the customer’s myAudi account with AcVDM to allow the customer to take full advantage of the Audi Service Request and Stolen Vehicle Locator services.

The customer does not understand the purpose of the new Audi connect Gen2 PINs/codes:

- The scratch-off vehicle code, also known as the F-PIN (Figure 1), and MMI connect app PIN (Figure 2), also known as the user management four-digit PIN, are new concepts introduced with the Audi connect Gen2 system. These PINs are designed to be used with the remote services, and are part of the process of becoming a vehicle Key User. A matrix of all PINs used with Audi connect Gen2 is attached. As with GEN1 systems the eight-digit myAudi PIN is still used to customize news feeds, Twitter, and myAudi online destinations.

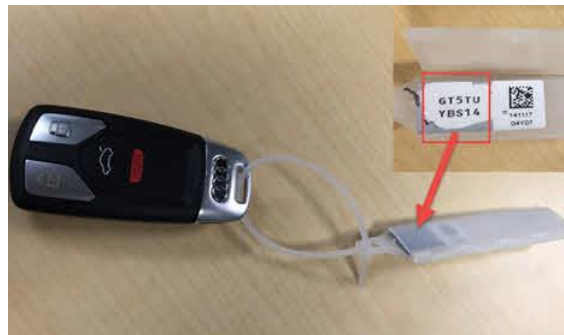


Figure 1. Vehicle code (F-PIN)

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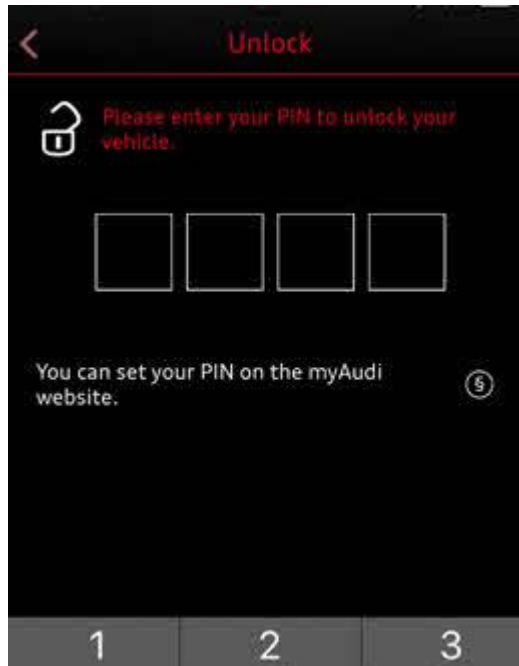


Figure 2. User management 4-digit PIN

The customer has completed the Audi connect User Management Registration in myAudi and has a contract ID (PDF Form), but the remote services do not work in the vehicle. Dealers must validate the customer's Key Contract using AcVDM:

- The contract ID generated during the Audi connect user management registration process must be retrieved by the customer or dealer. This contract ID must be validated by the dealer using the AcVDM system before the customer can enter the vehicle code into the vehicle and become the Key User. After validation the customer will have full access to the vehicle's location and could lock/unlock the vehicle remotely (the vehicle code and myAudi account must be paired within the MMI system). It is the responsibility of the dealer to ensure that the customer requesting validation is the actual vehicle owner. AcVDM can be found in AccessAudi.com (iAudi): *App Links>>Audi connect>>AcVDM myAudi Key User Verification Tool.*
- Once the customer becomes a Key User of the vehicle, other users can be assigned as "secondary users" of the same vehicle. A secondary user can use the remote services without restriction, but only the Key User can assign or remove secondary users.




Tip: In some situations, where becoming key user fails in the vehicle, the customer may need to create a new myAudi account. If the customer's information is not entered correctly when completing the contract, and as a result it does not match with the current customer's myAudi account information, then a new myAudi account

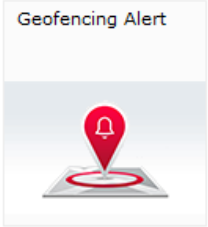
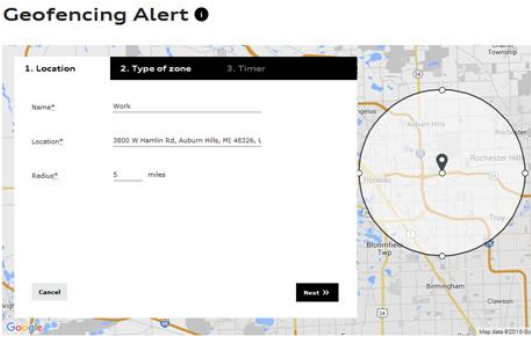

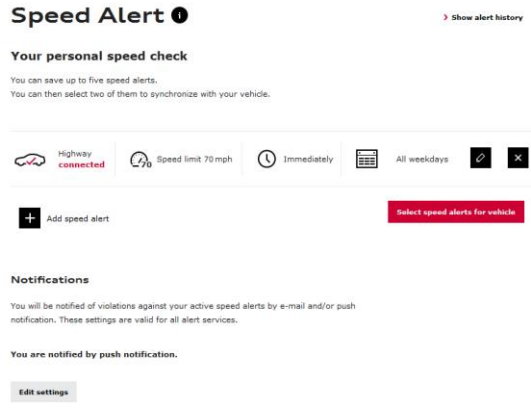
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will need to be created using a different email address. The new myAudi account will have a new user contract that will need to be verified using AcVDM.

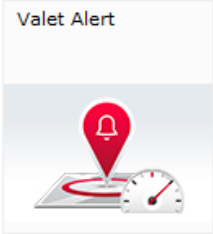
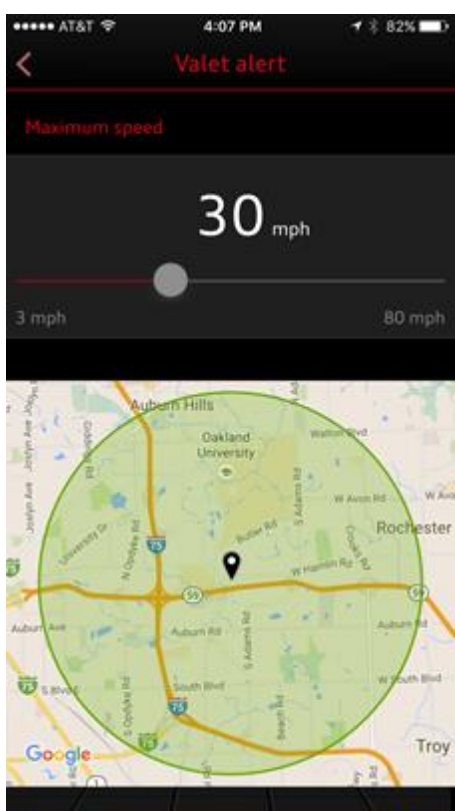
The new Audi connect Gen2 Remote Services include the following:

Remote service	Accessed through my.Audi.com, MMI connect app, or both?		Image of service
Parking Location	myAudi	MMI connect App	 <p><i>Figure 3. Parking location</i></p>

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	<p>myAudi</p>	<p>MMI connect App</p>	 <p>Geofencing Alert</p> <p>1. Location 2. Type of zone 3. Timer</p> <p>Name* Work</p> <p>Location* 3900 W Hamlin Rd, Auburn Hills, MI 48326, US</p> <p>Radius* 5 miles</p> <p>Cancel Next ></p> <p><i>Figure 4. Set Geofencing Options</i></p>
	<p>myAudi (only configure)</p>	<p>Configure and monitor via MMI connect App</p>	 <p>Speed Alert Show alert history</p> <p>Your personal speed check</p> <p>You can save up to five speed alerts. You can then select two of them to synchronize with your vehicle.</p> <p>Highway connected Speed limit 70 mph Immediately All weekdays</p> <p>+ Add speed alert Select speed alerts for vehicle</p> <p>Notifications</p> <p>You will be notified of violations against your active speed alerts by e-mail and/or push notification. These settings are valid for all alert services.</p> <p>You are notified by push notification.</p> <p>Edit settings</p> <p><i>Figure 5. Configure using myAudi or MMI connect App</i></p>

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	<p>myAudi* (only reports)</p>	<p>Only Configure via MMI connect App</p>	 <p>Figure 6. Configure and monitor alerts in MMI connect App</p>
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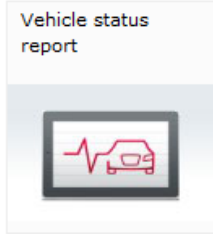
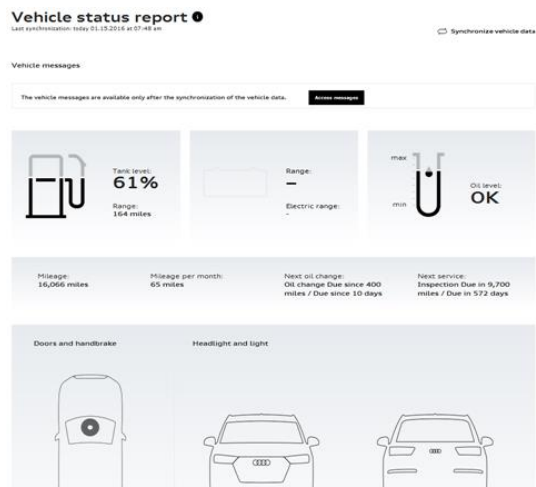
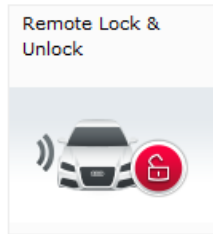
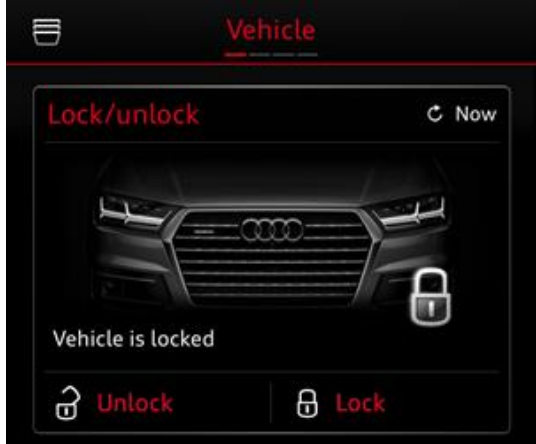
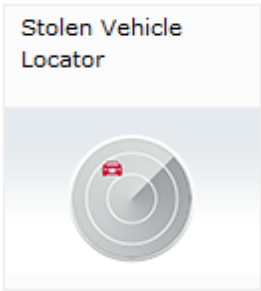

 <p>Vehicle status report</p>	<p>myAudi</p>	<p>MMI connect App</p>	 <p>Vehicle status report ● Last synchronization: Friday, 03/13/2016 at 07:48 AM Synchronize vehicle data</p> <p>Vehicle messages</p> <p>The vehicle messages are available only after the synchronization of the vehicle data. Cancel messages</p> <p>Tank level: 61% Range: 164 miles</p> <p>Oil level: OK</p> <p>Mileage: 16,066 miles Mileage per month: 45 miles Next oil change: Oil change Due since 400 miles / Due since 10 days Next service: Inspection Due in 9,700 miles / Due in 572 days</p> <p>Doors and handbrake Headlight and light</p>
 <p>Remote Lock & Unlock</p>	<p>myAudi (only reports)</p>	<p>Control is only via the MMI connect App</p>	 <p>Vehicle</p> <p>Lock/unlock Now</p> <p>Vehicle is locked</p> <p>Unlock Lock</p>

Figure 7. Monitor in myAudi and MMI connect App

Figure 8. Remote lock and unlock only via MMI connect App

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	<p>myAudi (only info)</p>	<p>Not used</p>	<p style="text-align: center;">Stolen Vehicle Locator</p>  <p>In order to initiate the Stolen Vehicle Locator service:</p> <ol style="list-style-type: none"> 1. Contact your local police station to report your vehicle as stolen. 2. Once a police report has been opened, contact Audi Emergency Response at 877-210-9423. You will need your VIN and the police report to activate the Stolen Vehicle Locator service. <p>Once the Stolen Vehicle Locator service has been activated, Audi will work with the appropriate authorities to locate your vehicle.</p> <p>Figure 9. Stolen vehicle locator</p>
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Production Solution

Not applicable.

Service

Before attempting any troubleshooting, ensure all open campaigns are completed for the vehicle specifically TSB 64E1 “Software update package”. The software update package includes an update to the connected gateway.

The customer receives an error when entering the vehicle code into the MMI:

- Error message “Please wait...” (Figure 10).
- This error message appears when the connected gateway cannot establish a data connection to the AUDI AG backend server. This error indicates there may be a vehicle concern requiring further analysis by an Audi certified technician. For early MY2017 vehicles, there is a known software issue with the connected gateway and it may require an update. Please check for an open campaign and note that the LTE signal in the MMI is not the signal strength for the

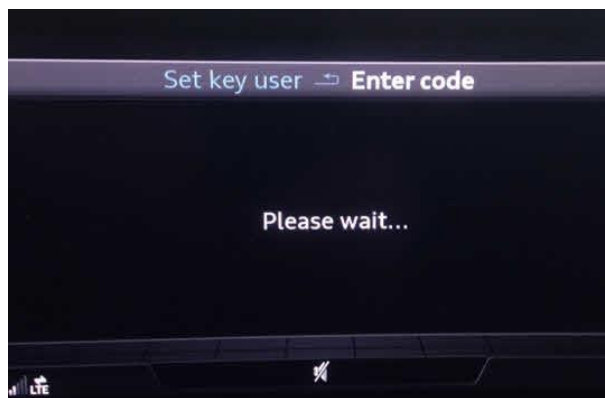


Figure 10. Error message

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connected gateway. The connected gateway is only a 3G data device.

Vehicle code/code replacement:

- If the scratch-off vehicle code is missing or lost, the dealer must place an order for a new vehicle code through the normal parts ordering system. The vehicle code can be found in the parts ordering system with the search term “audi connect”. The vehicle code in ETKA is listed as the “label for pin (audi connect) with tag” (Figure 11).

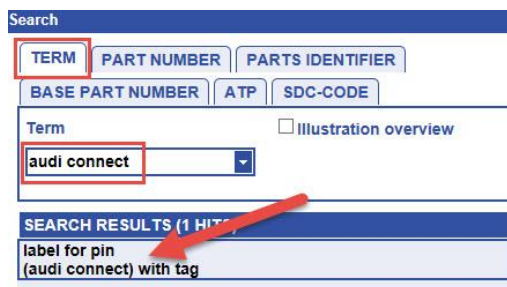


Figure 11. ETKA Search Term “audi connect”.

- The vehicle code must be ordered using the VIN (Figure 12). The process is the same as when ordering a replacement remote key. Once the new order is placed and processed, the old vehicle code will become invalid or expire. If multiple vehicle codes are ordered, then the last one ordered is the only valid working code. The vehicle code is unique for each VIN. The vehicle code will not expire unless a new code is ordered or if the user has exceeded the maximum 10 failed attempts to enter the code in the MMI. The vehicle code should remain with the vehicle owner and should be transferred to the future second owner.

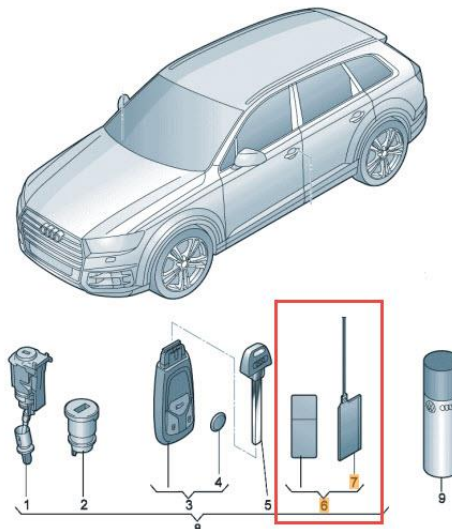


Figure 12. ETKA Image of vehicle code.



Tip: A service replacement vehicle code will not have the VIN stamped on the plastic key tag. Instead, the VIN is on the label attached to the plastic bag in which the key tag arrives. Do not throw the bag away until the key tag is put into the vehicle or given to the customer. Otherwise, multiple codes could be mixed-up, and the wrong code could be given to the customer.

Resetting the four-digit PIN (app PIN):

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- During the Audi connect user management registration process, the customer is required to set a four-digit PIN. This critical PIN must be used for remote locking and unlocking of the vehicle using the MMI connect App. The PIN is customer-specific, so if the customer has multiple vehicles with Audi connect Gen2, the same four-digit PIN will be used for each vehicle.
- If the customer has forgotten the PIN, it can be reset in the my.Audi.com customer account: *Audi connect Services>>Audi connect user management>>Change PIN>>"Have you forgotten your PIN?">>Reset Your PIN* (Figure 13).

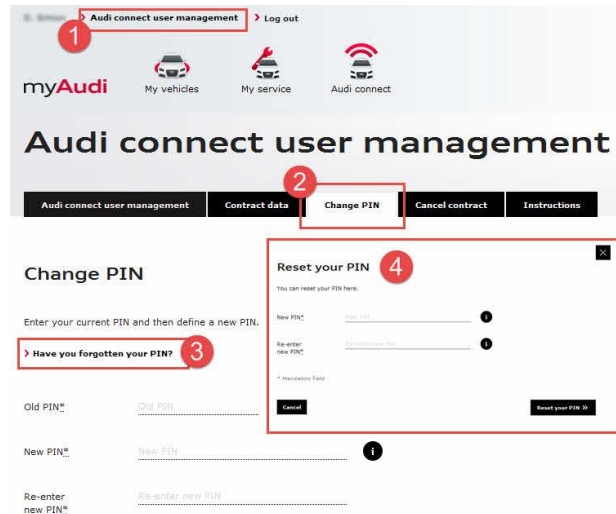


Figure 13. myAudi four-digit PIN reset.

Setting the Key User in the vehicle:

- The final step for activating a Key User for a specific VIN is to enter the vehicle code into the MMI. However, the following requirements must be met before a customer can be activated as a Key User:
 1. Audi connect (connect PRIME) 6-month trial is started and vehicle is able to receive data from AT&T (Wi-Fi does not need to be activated, but during trial it should be active as part of the connect PRIME and connect PLUS trial).
 2. Customer has a myAudi account (USA account: <https://www.audiusa.com/myaudi/>).
 3. Customer has completed the Audi connect user management registration process.
 4. Dealer has verified the contract ID for the customer using AcVDM. This is the last step of the Audi connect user management registration process.
 5. The customer has the original vehicle code or a replacement vehicle code.

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Once all of these requirements are met, the customer can simply enter the vehicle code (F-PIN) along with their myAudi account login (email address) into the MMI at the following location within the MMI: *Menu>>Audi connect>>Scroll down>>Audi connect user management>>Set Key User* (Figure 14 and Figure 15).



Tip: It is recommended use the speller only (select upper case letters only) and do not use the writing touchpad for the PIN entry. The PIN is case sensitive, but the email address (myAudi username) is not. Be sure not to put any extra spaces or periods in the myAudi username.



Figure 14. Audi connect home menu in MMI.



Figure 15. Set key user option under Audi connect user management.

Customer receives an error of “There is currently no user list available” (Figure 16). There are a few conditions which can cause this error message:

1. When an outage of the remote vehicle services occurs on the backend.
2. When the vehicle has a poor data reception area.
3. A known software bug in the connected gateway can cause this issue. A terminal 30 reset of the Gateway will need to be performed. For more information about this software issue, see TSB 2045540 “91 Audi connect GEN2: Audi connect GEN2: Vehicle Code Entry Fails for Key User Setup or RLU, Veh. Status, Warning Messages Fail to Update.”

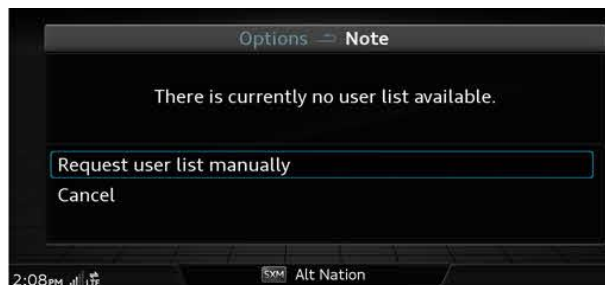


Figure 16. Key user list is not available

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4. Additionally, if the MMI was recently factory reset. It is not possible to add, reset, or view the vehicle's Key User list until the vehicle receives a good GPS signal with a valid time. When this happens, the message of "An Error has occurred" will be seen in in the MMI (Figure 17). Move the vehicle outside and let it set with the ignition on for at least five minutes. Once the MMI is able to obtain a good GPS signal, then retry the PIN entry.

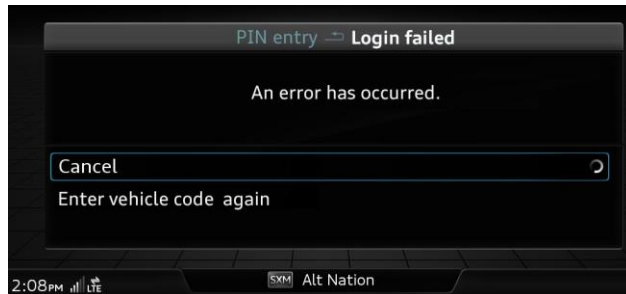


Figure 17. PIN entry: An error has occurred.

If you suspect an outage of Audi connect, then contact the Audi connect dealer support center (1-888-545-9434). Keep in mind there are a maximum number of 10 attempts the Key User can be attempted in the MMI. For help with troubleshooting Key User issues, see TSB 2045540 "91 Audi connect GEN2: Vehicle Code Entry Fails for Key User Setup."

Removing the Key User to revoke access to Remote Vehicle Services (second owner process).

The Key User can only be removed using one of two methods:

1. Remove Key User in first owner's myAudi portal. Accessed via my.Audi.com: *Choose Vehicle>>Audi connect user management>>Select vehicle>>Cancel>>Cancel Contract* (Figure 18).

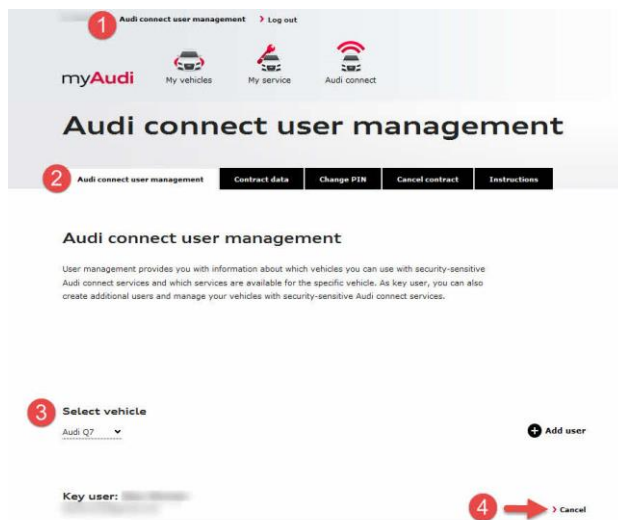


Figure 18. Cancel Key User in myAudi Portal

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1. Reset the Key User in vehicle's MMI system:

- Accessed via the MMI: *Menu>>Audi connect>>Scroll down>>Audi connect user management>>Key User>>Select the Name of the Key User>>Reset key user>>Reset* (Figure 19).
- Perform a full factory reset on the MMI: *Menu>>Settings>>Scroll down>>Factory Settings>>Select All Entries>>Restore Factory Settings*.



Figure 19. Reset key user

Additional steps are required to complete the second owner process, but at this point, the Key User has been reset. The Audi dealership technologist should be able to complete the second owner process using the myAudiconnect.com portal.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All parts and service references provided in this TSB (2043037) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information. The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2045540, *91 Audi connect GEN2: Vehicle Code Entry Fails for Key User Setup or RLU, Veh. Status, Warning Messages Fail to Update*

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