

Technical Service Bulletin



91 Audi connect Gen2 system: Key User and PINs

91 16 40 2043037/2 April 25, 2016. Supersedes Technical Service Bulletin Group 91 number 16-29 dated February 3, 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
2	-	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	2/3/2016	Initial publication

Any of the following conditions may apply:

- The customer has the SOS and Roadside buttons installed but does not have Audi connect in the MMI (no Navigation).
- The customer does not know how to become a Key User of the vehicle.
- 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 and has a contract ID and form, but the remote services do not work in the vehicle.
- The customer or dealer has lost the scratch-off vehicle code (referred to as the “vehicle PIN”).
- 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

Connected car systems can be exciting to use, but with new technology comes added complexity and potential security concerns. Because of the “connected” nature of the Audi connect Gen2 system, new layers of security using PINs have been implemented to make the system secure. In order to use the new remote services of the Audi connect Gen2 system, the customer must become a Key User of the vehicle.



Tip: Watch the Audi intellect video at <http://audi-intellect.com/video.php?id=157> for additional information when diagnosing Audi connect Gen2 concerns.

Technical Service Bulletin



Starting with model year 2017 A4 vehicles, the connected Gateway can be installed in vehicles that do not have an MMI supporting Audi connect. 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 and also with a manual press of the button), Stolen Vehicle Locator, and Audi Service Request. Despite the features being free, the customer's myAudi account still needs to be verified with the AcVDM process.

New Audi connect Gen2 PINs

The scratch-off vehicle code, also known as the vehicle PIN or vehicle code (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.

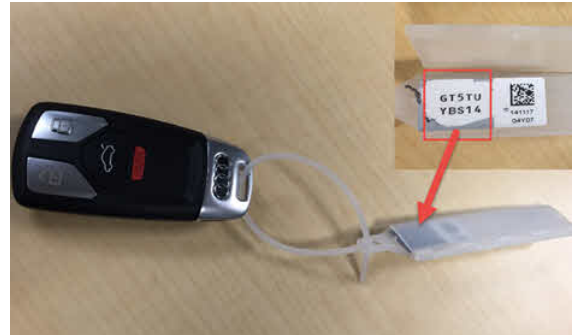


Figure 1. Vehicle code (Vehicle PIN)

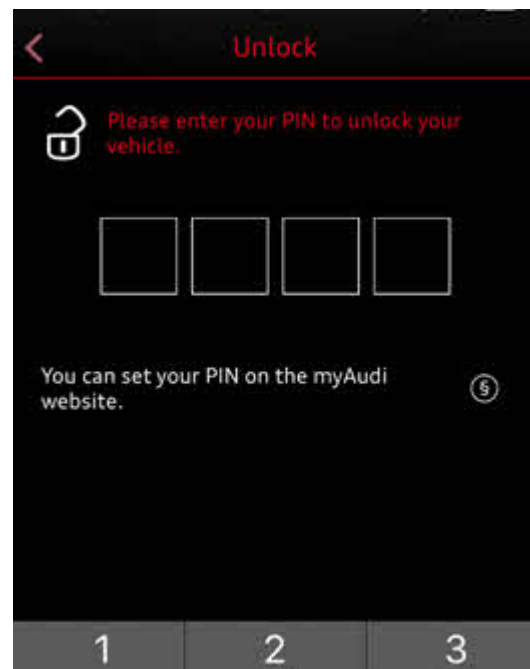


Figure 2. User management 4-digit PIN

AcVDM Customer Validation of Key Contract

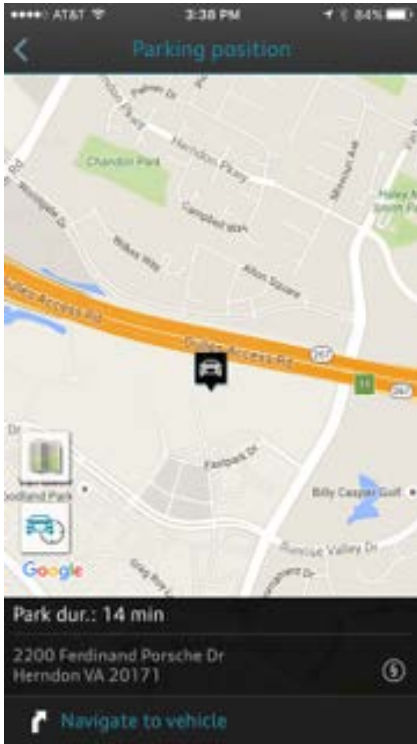
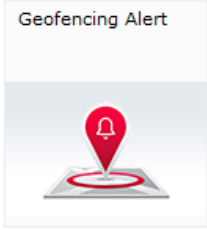
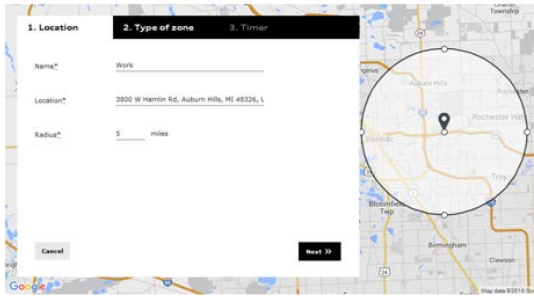
The customer and dealer must both understand the contract ID generated during the Audi connect user management registration process must be validated by the dealer using the AcVDM system. The person being validated will have full access to the vehicle's location and could potentially lock and unlock the vehicle remotely (if the vehicle PIN and myAudi account are paired within the MMI system), thus 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 under *Audi connect* >> *AcVDM myAudi Key User Verification Tool*.


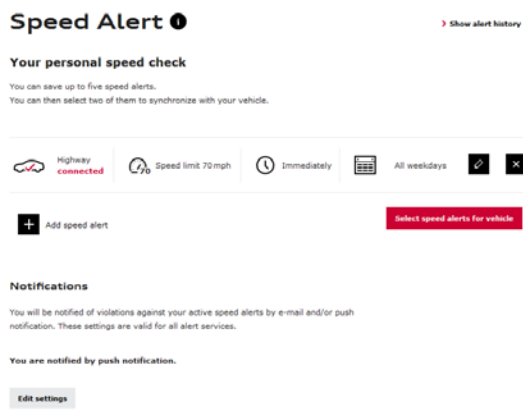

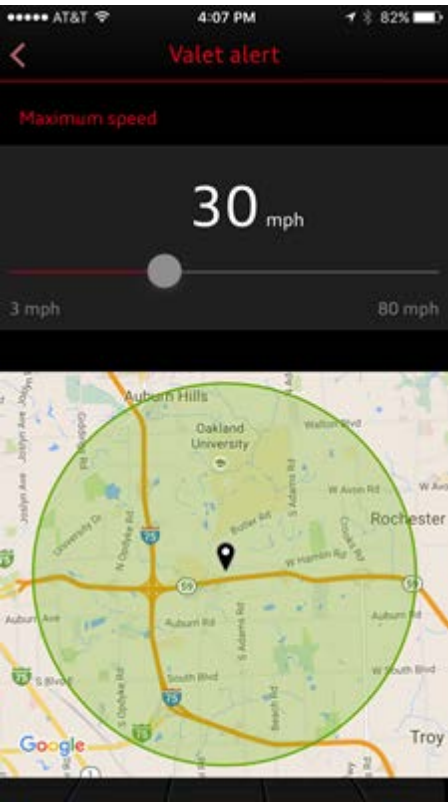
Technical Service Bulletin



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.

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>Figure 3. Parking location</p>
	myAudi	MMI connect App	 <p>Figure 4. Set Geofencing Options</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 [X] [X]</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>Figure 5. Configure using myAudi or MMI connect App</p>
	<p>myAudi* (only reports)</p>	<p>Only Configure via MMI connect App</p>	 <p>AT&T 4:07 PM 82%</p> <p>Valet alert</p> <p>Maximum speed</p> <p>30 mph</p> <p>3 mph 80 mph</p> <p>Auburn Hills, Oakland University, Rochester, Troy</p> <p>Figure 6. Configure and monitor alerts in MMI connect App</p>

Technical Service Bulletin



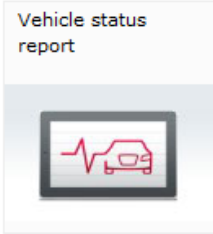
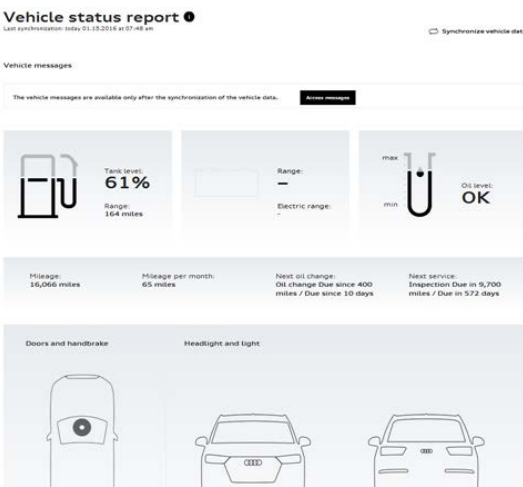
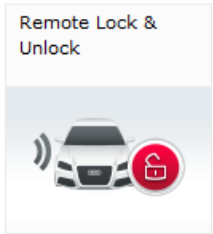
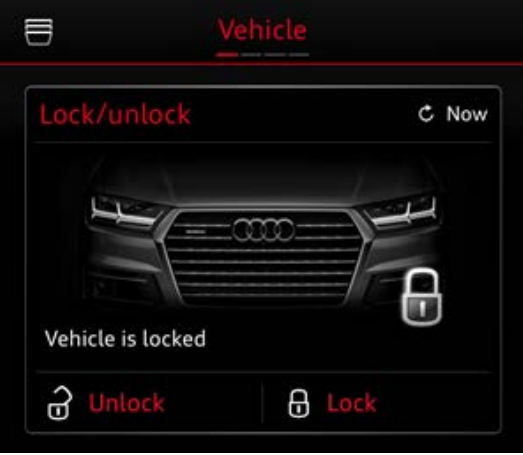

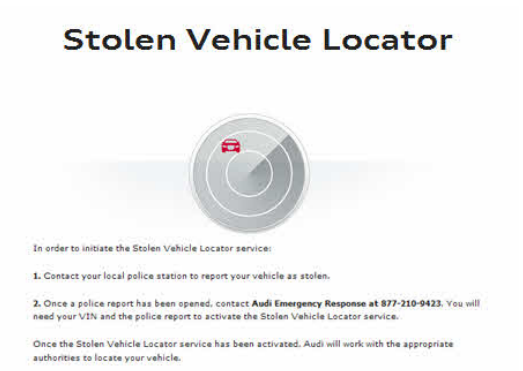
 <p>Vehicle status report</p>	<p>myAudi</p>	<p>MMI connect App</p>	 <p>Vehicle status report</p> <p>Last synchronization: 05/11/2016 07:14:40 Synchronize vehicle data</p> <p>Vehicle messages</p> <p>The vehicle messages are available only after the synchronization of the vehicle data. Filter messages</p> <p>Tank level: 61% Range: 164 miles</p> <p>Range: - Electric range: -</p> <p>max. U OIL level: OK min. U</p> <p>Mileage: 16,056 miles Mileage per month: 65 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>
 <p>Stolen Vehicle Locator</p>	<p>myAudi (only info)</p>	<p>Not used</p>	 <p>Stolen Vehicle Locator</p> <p>In order to initiate the Stolen Vehicle Locator service:</p> <ol style="list-style-type: none"> Contact your local police station to report your vehicle as stolen. 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>

Figure 7. Monitor in myAudi and MMI connect App

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

Figure 9. Stolen vehicle locator

Production Solution

Not applicable.

Service

Vehicle PIN/code replacement

If the scratch-off vehicle PIN is missing or lost, the dealer must place an order for a new vehicle PIN through the normal parts ordering system. The vehicle PIN can be easily located in the parts ordering system with the search term “audi connect”. The vehicle PIN in ETKA is listed as the “label for pin (audi connect) with tag” (Figure 10).

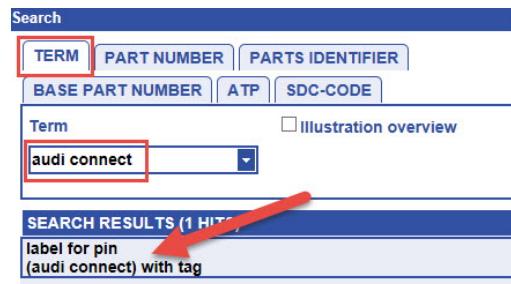


Figure 10. ETKA Search Term “audi connect”.

The vehicle PIN must be ordered using the VIN (Figure 11). The process is the same as when ordering a replacement remote key. Once the new order is placed and processed, the old F-PIN will become invalid or expire. The vehicle PIN is a secret code that is unique to the VIN. The vehicle PIN will never expire as long as a new PIN is not ordered. The vehicle PIN should remain with the vehicle owner and should be transferred to the future second owner.



Tip: A service replacement vehicle PIN/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.

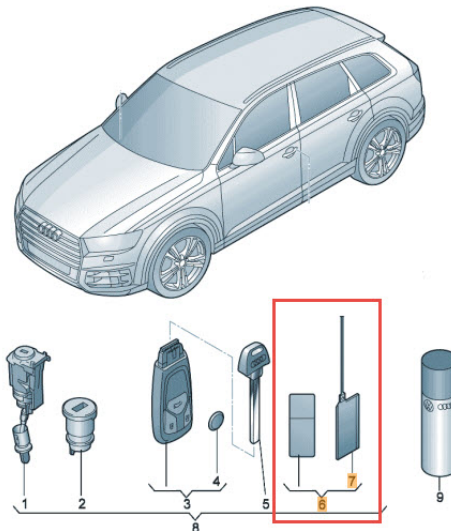


Figure 11. ETKA Image of vehicle PIN.

Resetting the four-digit PIN (app PIN)

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, under *Audi connect Services*>>*Audi connect user management*>>*Change PIN*>>*"Have you forgotten your PIN?"*>>*Reset Your PIN* (Figure 12).

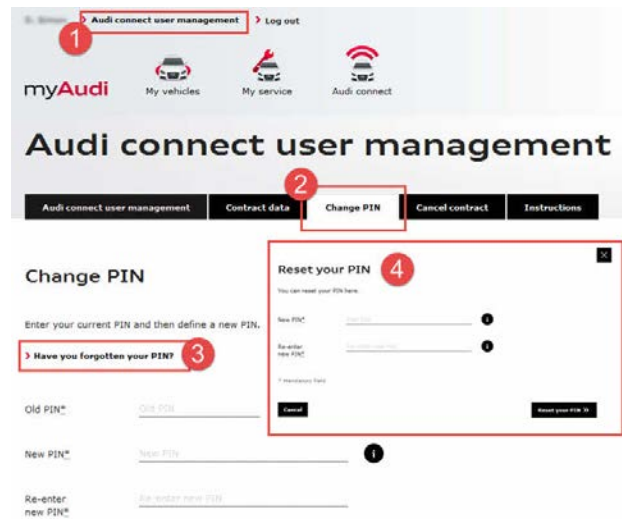


Figure 12. myAudi four-digit PIN reset.

Setting the Key User in the vehicle

The final step for activating a Key User for a specific VIN is to enter the vehicle PIN into the MMI. However, the following requirements must be met before a customer can be activated as a Key User.

- 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).
- Customer has a myAudi account (USA account: <https://www.audiusa.com/myaudi/>).
- Customer has completed the Audi connect user management registration process.
- Dealer has validated the contract ID for the customer using AcVDM. This is the last step of the Audi connect user management registration process.
- The customer has the original vehicle PIN or a replacement vehicle PIN.
- Once all of these requirements are met, the customer can simply enter the **vehicle PIN (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 13 and Figure 14).



Figure 13. Audi connect home menu in MMI.



Figure 14. Set key user option under Audi connect user management.

- When an outage of the remote vehicle services occurs, or when the MMI was recently factory reset, it will not be possible to add, reset, or view the vehicle's Key User list. When this happens, the message of "There is currently no user list available" will be seen in the MMI (Figure 15). If the outage occurs for more than a day, contact the Audi connect dealer support center (1-888-545-9434). If the MMI was recently factory reset, it can take multiple hours before the information on the backend server is reset for the vehicle. Try again at a later time. Keep in mind there are a maximum number of attempts the Key User can be attempted in the MMI.

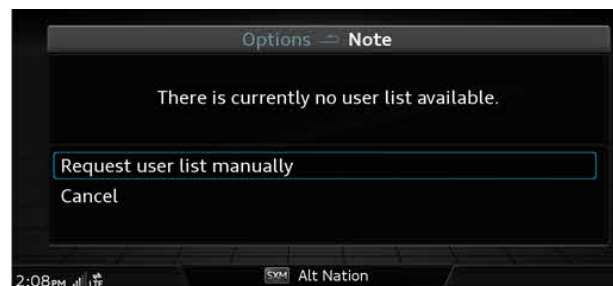


Figure 15. Key user list is not available

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.

- 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 16).

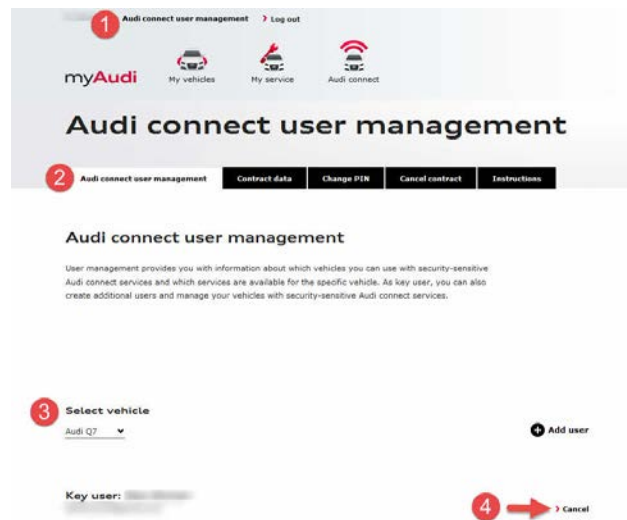


Figure 16. Cancel Key User in myAudi Portal

- Remove Key User in vehicle's MMI system
- Accessed via the MMI using *Menu>>Audi connect>>Scroll down>>Audi connect user management>>Key User>>Select the Name of the Key User>>Reset key user>>Reset* (Figure 17).



Figure 17. Reset key user

Additional steps are required to complete the second owner process, but at this point in the process, the Key User has been removed. 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.