



Technical Service Bulletin

90 Audi connect Key User entry cannot be selected in MMI menu, "Request user list manually"

90 18 90 2050584/1 March 2, 2018.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, Q5, and Q7	2018	All	With connected gateway

Condition

Customer states:

- The Key User login screen cannot be accessed in the MMI's Audi connect menu.
- When the customer attempts to access this screen, they see a persistent message of "Request user list manually" even after this option is selected multiple times.
- The customer's vehicle is a MY2018.

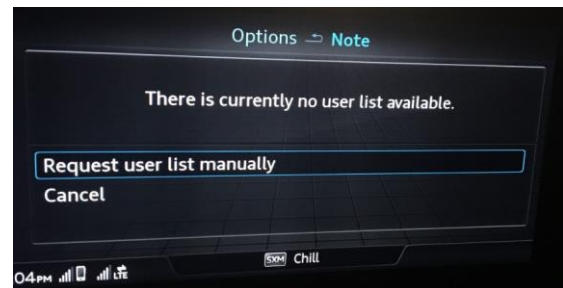


Figure 1. Error message seen in the MMI.

Technical Background

The MMI is the user interface to the connected gateway data bus on board diagnostic interface, J533 (address word 0019). When attempting the Key User pairing in the vehicle, the MMI communicates with the connected gateway and the connected gateway (cGW) communicates with the Audi connect backend server (MBB). There is a known communication issue between the cGW and MBB which is currently under analysis. It has not been determined if the cause of the issue is with the backend (MBB) or the control unit (cGW) in the vehicle. Replacing the cGW is not authorized under this TSB.

Production Solution

Not applicable.



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Service

For MY18: Please perform the work-around solution provided below. This issue only affects the initial attempt of performing the Key User pairing in the MMI. After performing the work-around solution, the issue will be permanently resolved for the customer.

For MY17, or MY18 cars that show as MY17 in ElsaPro (PR Code S0B): This TSB does not apply. Please reference TSB 2045540: *91 Audi connect GEN2: Vehicle Code Entry Fails for Key User with message "Query user list manually"*.



Tip: PR Code S0B indicates the vehicle is a pull-ahead vehicle, which indicates the vehicle was built to the technical specifications of the previous model year (control unit hardware & software would contain versions from previous model year).

Work-around solution:

The cGW must be hard reset by removing terminal 30 battery power from the module for five minutes. This can be done by pulling the terminal 30 fuse to the cGW located at the following locations:

A4/A5/Q5 Models, including variants, Terminal 30 fuse location:

1. SR1 (Relay Fuse Panel 1), SB Fuse Panel, in carrier ST2 at fuse location SB7.
2. SR1/SB Relay Fuse Panel is located under the driver side dead pedal/footrest (Figure 2).

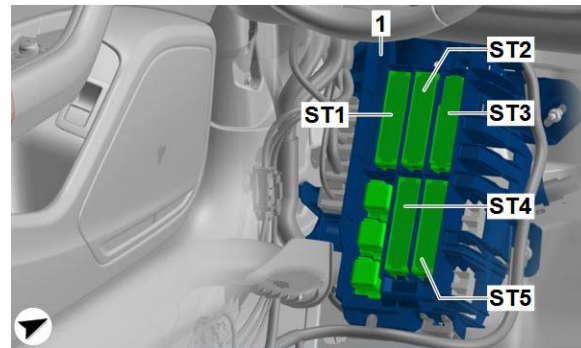


Figure 2. SR1/SB Relay Fuse Panel.

Q7 Models, including variants, Terminal 30 fuse location:

1. SR2 (Relay Fuse Panel 2), SB Fuse Panel, in carrier ST5 at fuse location SB7.



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2. SR2/SB Fuse Panel B is located under the driver side dead pedal/footrest (Figure 3).

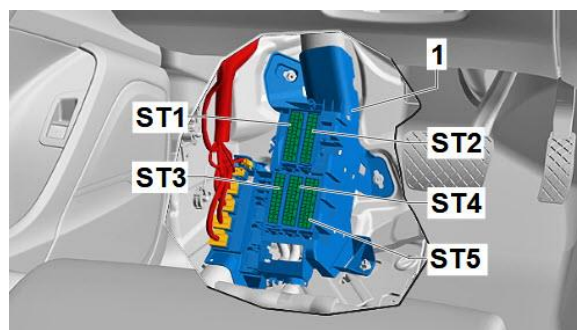


Figure 3. SR2/SB Fuse Panel.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 months/50,000 miles.• G10 for CPO Covered Vehicles - Verify Owner.• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9035		
Damage Code:	0039		
Labor Operations:	Remove & Reinstall Fuse SB7	9700 9999	30 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 50 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #20505841/1		

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.



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Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2045540, *91 Audi connect GEN2: Vehicle Code Entry Fails for Key User with message "Query user list manually"*.

All parts and service references provided in this TSB (20505841) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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