Technical Service Bulletin

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

90 18 92 2050584/3 May 2, 2018. Supersedes Technical Service Bulletin Group 90 number 18-91 dated March 22, 2018 for reasons listed below.

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

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised *Technical Background* (Updated information) Revised *Service* (Updated work-around) Revised *Warranty* (Updated Labor Operations)
2	03/22/2018	Revised header (Updated Elsa display) Revised *Condition* (Updated last bullet) Revised *Warranty* (Updated Labor Operation)
1	03/02/2018	Initial publication

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 (Figure 1).

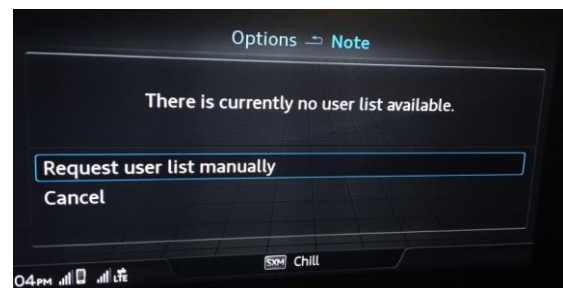- The customer's vehicle is a MY2018 built after CW 22/17.

Figure 1. *Error message seen in the MMI.*

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Technical Background

The MMI is the user interface to the data bus on board diagnostic interface, J533 (address word 0019), also known as the connected gateway (cGW). When attempting the Key User pairing in the vehicle, the MMI communicates with the cGW and the cGW communicates with the Audi connect backend server (MBB). There is a known communication sync issue between the cGW and the MMI. A planned software update for the MMI is forthcoming, but in the meantime a short-term workaround solution is provided in the Service section.

Production Solution

Not applicable.

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 MMI must be allowed time to resync with the data bus on board diagnostic interface, J533 (address word 0019) during an ignition off cycle with the vehicle bus awake. The previous released work-around for resetting the data bus on board diagnostic interface, J533 (address word 0019) is no longer required.

For all MY18 (excluding MY18 vehicles with PR code S0B):

1. Turn off the ignition.

2. Open the driver's door and leave it open (do not close the door). This will allow the vehicle bus to stay awake.

3. Wait 20 seconds and then turn the ignition on. Do not wait longer than 20 seconds. Letting the car sit longer will allow the vehicle bus to go to sleep. For this solution the vehicle bus must remain awake to allow the resync to occur.

4. Access the Audi connect user management screen and enter the key user information.

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Warranty

Claim Type:	• 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:	Resync cGW and MMI	9035 9999	10 TU
Diagnostic Time:	GFF	No allowance	0 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 #20505841/3		

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

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/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.