



Technical Service Bulletin

91 Audi connect: adding vehicle code fails with the message "Vehicle code cannot be verified"
91 22 59 2065729/1 January 5, 2022.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, SQ5	2022	All	Not Applicable

Condition

Customer states:

- No customer concerns, it is found during PDI or any other diagnostic work.

Workshop findings:

- When trying to set preliminary key user by adding the vehicle code into the myAudi app, the process fails with an error "Vehicle code could not be verified" (Figure 1).

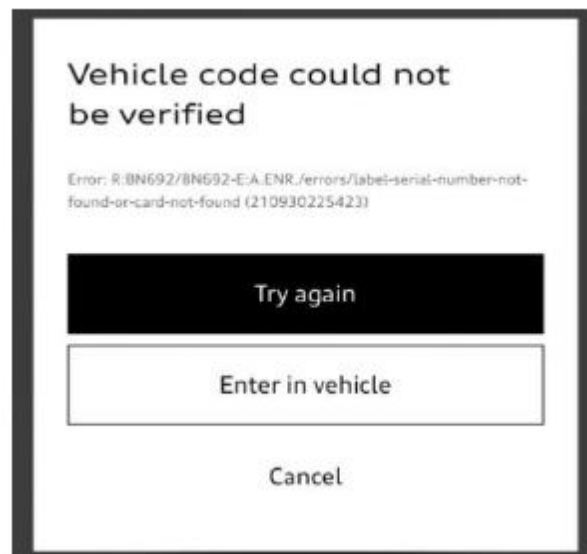


Figure 1. Error in the app.

Technical Background

During the vehicle build process, the Audi connect activation card was not assigned to the vehicle in the Audi connect backend. As a result, using a vehicle code to set the preliminary key user will not be possible in the app. Additionally, there is no aftersales replacement process for the Activation Card using the spare parts replacement process. This will be an issue for the vehicle's life since there will be no assigned vehicle code.

Production Solution



Technical Service Bulletin

All vehicles built on and after calendar week 47 of 2021 or November 21, 2021, will have the vehicle code assigned in the backend.

Service

For customers in the USA, there are only two possible solutions.

1. Dealers can register the customer using the myAudi Customer Registration application found on iAudi. This process can be repeated even if it was done previously. Please reach out to the Sales department and ask them to perform this task.
2. Customers can reach out to Audi Customer Care and ask for the Preliminary Key user to be set manually by the Audi connect Technical Support Team.



Note:

For the customer to be set as the key user, the customer must perform the myAudi login in the MMI within 72hrs after the preliminary key user is set using either of the processes mentioned above.

3. Once the customer understands this, please ask the customer to dispose of the activation card that came with the vehicle at delivery to avoid future confusion. Additionally, the service team should note this issue in the customer's service profile and within the service booklet located in the vehicle.

Warranty

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

Required Parts and Tools

Additional Information



Technical Service Bulletin

All part and service references provided in this TSB (2065729) 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.

©2022 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.