



# Technical Service Bulletin

**91 Audi connect GEN3: Key User pairing not possible or myAudi login can not be completed in the vehicle**

**91 22 71 2065817/1 January 31, 2022.**

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, S4, A4 allroad, A5, S5 Cabriolet, A5 Sportback, S5 Sportback, RS 5, RS 5 Cabriolet, and RS 5 Sportback	2020	All	Audi Connect
A4, S4, A4 allroad, A5, S5 Cabriolet, A5 Sportback, S5 Sportback, RS 5, RS 5 Cabriolet, RS 5 Sportback, A6, A6 allroad, A6 Avant, A7, S7, RS 7, A8, S8, Q5, Q5 Sportback, SQ5, SQ5 Sportback, SQ5 PHEV, Q7, SQ7, Q8, SQ8, RS Q8, e-tron quattro, and e-tron Sportback	2021 – 2022	All	Audi Connect
A3, S3, Q3, e-tron GT, and RS e-tron GT	2022	All	Audi Connect

## Condition

The vehicle is equipped with the MIB3 MMI system, and one or both of the following conditions exist.



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1. The key user cannot be set in the vehicle with an error message of "*the vehicle code is incorrect*" or "*there was a connection error.*"
2. The myAudi login cannot be performed with an error message: "*the login could not be performed. Please try again later.*"

## Technical Background

### Key User Pairing

For Model Year 2022 vehicles, the key user pairing can only be completed using one of the following two methods.

- The vehicle code is entered into the myAudi app, and the myAudi login is successfully performed in the MMI within 72hrs of each other.
- The customer is registered by the dealer using the **myAudi customer registration application** (found at: [www.AccessAudi.com](http://www.AccessAudi.com)), and the myAudi login is successfully performed in the MMI within 72hrs of each other.

**For Model Year 2022 vehicles, it is not possible to enter the vehicle code directly into the MMI system at this time due to the new data provider for the Audi connect activation cards.** A backend system change will be completed in the future to allow the data from the activation cards to be used in the key user pairing process via the MMI.

It is possible for all other vehicles with the MIB3 MMI system to complete the key user pairing directly in the MMI or use either of the two methods mentioned previously. If there are errors, please see the Service section.

### myAudi login in MMI

For all vehicles with the MIB3 MMI system, the myAudi login is possible in the vehicle. However, a ConBox software error can prevent a successful login. This software issue doesn't present itself for every vehicle and can be intermittent or static for a specific vehicle. Please see the Service section if there are errors during the login via the MMI.

## Production Solution

Key User Pairing: A backend change will allow key user pairing via the MMI sometime in Q1/22.

myAudi Login: New software is planned for MY23 production vehicles.

## Service

### Key User Pairing Troubleshooting

For errors adding the vehicle code into the myAudi app:

- Please ensure the vehicle code is the correct code for the vehicle.



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- MY20-21 cars will have the last seven digits of the VIN listed on the outside of the plastic key tag. If a plastic key tag was replaced using the spare parts process, it would not have the VIN listed outside.
- For MY22 Q5, please see TSB 2065729, *91 Audi connect: adding vehicle code fails with the message "Vehicle code could not be verified."*
- If a message of "Please wait" is shown indefinitely, please see TSB 2064385, *91 Audi connect GEN3: Key User pairing in vehicle fails in the MMI.*
- For all other MY22 vehicles, if an error is experienced and the code is verified as correct for the car, please register the customer again in the myAudi customer registration application. Registering the customer will automatically set the preliminary key user in the Audi connect backend. To complete key user pairing, perform the myAudi login in the MMI within 72hrs. If the customer is already logged into the MMI, the user must be logged out and then perform the login again.

The 72hr period must be observed when performing the myAudi login. This requirement was designed to add a layer of security to the key user pairing process. If the myAudi login was completed more than 72hrs before the customer registration is performed or more than 72hrs before the vehicle code was added to the myAudi app, then the customer must log out of the MMI and perform the myAudi login again to complete the key user pairing.

## myAudi login via the MMI Troubleshooting

For errors completing the myAudi login in the vehicle using the MMI:

- For Model Year 2022 vehicles sold after November 1, 2021, check in ElsaPro for the open 91CQ campaign. If the campaign is open, perform the ConBox software update and perform the myAudi login again. For all other vehicles, a ConBox software update is planned for some time in Q2/22.
- Check that the customer has a 4-Digit S-PIN set in the myAudi app. This setting can be found using the following path: **myAudi account profile icon (lower right) >> Account Settings >> PIN**. If the only option is to "Set PIN," then there is no S-PIN set, and the customer will need to set a new PIN. Otherwise, have the customer use the "Change PIN" or "Forgot PIN" option and then retry the myAudi login.
- Check to see if the VIN is added to the customer's myAudi account in the myAudi app.
- If the VIN is not present, add the VIN to their account and retry the myAudi login.
- If the VIN is present in the app, then remove the VIN by navigating back to the vehicle list screen that shows the VIN number and the vehicle image. Then swipe right to left over the vehicle image and select "Delete." Add the VIN back along with the vehicle code into the app. Removing the VIN will also reset the key user if this was previously set.
- If after performing the previous steps the login still fails, then open a ticket with the Audi connect Technical Support team via the web ticketing system found at <https://Audi.Zendesk.com/>
- The vehicle will be added to a Verizon exception list that will redirect all internet communication using a specific route to provide a short-term solution for the ConBox software issue.

## Warranty



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

## Required Parts and Tools

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

- TSB 2065729: *91 Audi connect: adding vehicle code fails with the message "Vehicle code could not be verified"*
- TSB 2064385: *91 Audi connect GEN3: Key User pairing in vehicle fails in the MMI*

## Additional Information

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.

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