

Technical Service Bulletin



91 Audi connect GEN3: Key User pairing in vehicle fails in the MMI

91 23 93 2064385/2 May 5, 2023. Supersedes Technical Service Bulletin Group 91 number 21-37 dated September 28, 2021, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2022 - 2023	All	Audi connect GEN3

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added MY 2023) Revised <i>Technical Background</i> (Updated statement) Revised <i>Production Solution</i> (Updated software release date) Revised <i>Service</i> (Added information regarding backend server update)
1	09/28/2021	Initial publication

This condition must be met:

- The key user cannot be set in the vehicle using the MMI. When attempting the key user pairing in the MMI, a message of “please wait” is shown indefinitely, and then times out after a few minutes.

Additionally, any of these conditions must also be met:

- The vehicle is a Model Year 2022+ with the MIB3 MMI system and was built on or after CW25/21 (except for TT/R8 models).

Or

- The vehicle is a Model Year 2021 A8/S8 with the MIB3 MMI system and was built on or after CW25/21.

Technical Background

At the start of production for MY22, it was not possible for the customer to set the key user in the vehicle’s MMI system using the vehicle code supplied (not applicable to early MY22 e-tron GT). MY21 A8 models were also affected. As of CW10/23, this technical issue was resolved in the Audi connect backend. All customers with such models can now use the vehicle code supplied on the Audi connect Activation Card.

The “Audi connect Activation Card” (Figure 1) was new for MY22, including MY21 A8. This card replaced the plastic vehicle code key tag. For some early MY22 Q5 and Q4 vehicles, there was no card supplied from the factory, and there is no possible method to replace this missing card. Customers without an activation card may



contact the Audi Digital Business Support call center (1-800-822-2834, option 1) directly, or must rely on the dealership to support setting the key user.

All new cars starting with MY23 shall be supplied with this new Activation Card. Please note that the QR code listed on the activation card does not work in the USA. The QR code points to the European myAudi web portal, which cannot be used by customers in the USA. This portal is only used by Canadian and European customers.

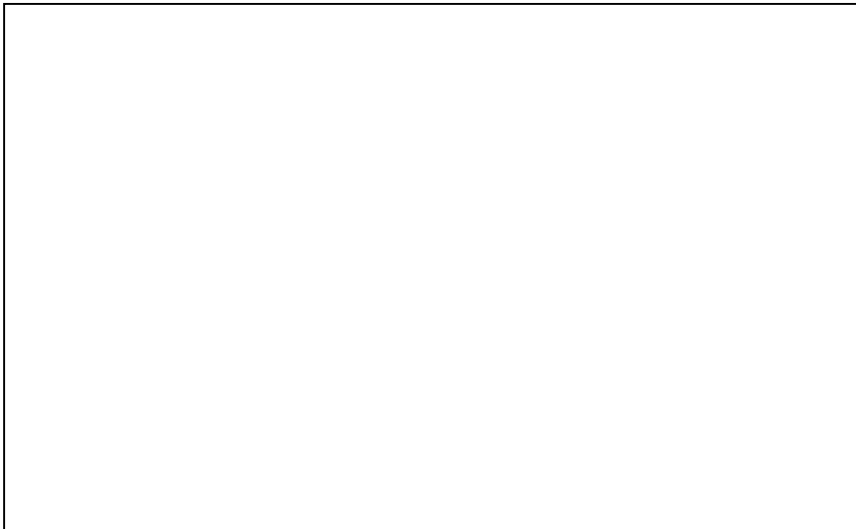


Figure 1. Audi connect Activation Card.



Note:

As of Q3 2021, there is no possible way to replace this Audi connect Activation Card. If the card is missing, please open a web ticket with the Audi connect Technical Support Team to request the activation of the Preliminary Key user and provide the customer's email address. For dealer support, the AcTS team can be reached via the web using the URL: <https://audi.zendesk.com> or call the Audi Digital Business Support Hub at 1-888-545-9434 (verification of vehicle ownership may be required).

Production Solution

A new Audi connect backend deployment was released CW10/23.

Service

For customers with either a plastic vehicle code on a key tag or with the new Audi connect Activation card, the following service solutions apply.

Starting CW25/21, a new support concept for Key User Pairing was released worldwide for Audi. This new concept is called "Preliminary Key User." This method allows a support person or dealer to set who shall be set as key user into the Audi connect backend ahead of the customer performing the myAudi login in the vehicle to complete the key user pairing. It is important to note that the key user will not be set in the vehicle until the



customer completes the myAudi login with the same myAudi email address within 72 hours after the preliminary key user is set in the Audi connect backend.

Preliminary Key User can be set using two different methods:

1. Dealers can set Preliminary Key User in the Audi connect backend using the AoA Customer Registration Application.
2. Customers can set the Preliminary Key by entering or scanning the vehicle code directly into the myAudi app for a specific vehicle.

Completing Key User pairing is accomplished by entering the myAudi login credentials into the MMI by navigating in the MMI to “Users >> Add New User.”

This must be completed within 72 hours. If the customer fails to complete this within the required time, the process must be started over by removing the customer’s VIN from the app and scanning the code in again into the app.

For dealer support, should any concerns arise with this process, please call the Audi Digital Business Support Hub at 1-888-545-9434. Please note that verification of vehicle ownership is required for key user support. You must supply a copy of the vehicle registration or other proof of ownership showing the customer’s name and VIN relationship.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2064385**) 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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