



Technical Service Bulletin

91 Audi connect: Remote locking/unlocking not possible

91 24 58 2071297/2 January 19, 2024. Supersedes Technical Service Bulletin Group 91 number 23-27 dated August 24, 2023 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|----------|-------------|-----------|----------------------------|
| Q3 | 2019 – 2024 | All | Not Applicable |

Condition

| REVISION HISTORY | | |
|------------------|------------|-----------------------------------------------|
| Revision | Date | Purpose |
| 2 | - | Revised <i>Service</i> (Updated instructions) |
| 1 | 08/24/2023 | Initial publication |

Customer states:

The customer attempts to lock or unlock the vehicle via the myAudi app and receives one of the messages below, all other remote services work:

- RLU.PA.100 (iOS - Figure 1).

or

- E.PA.RLU.2 (Android - Figure 2).

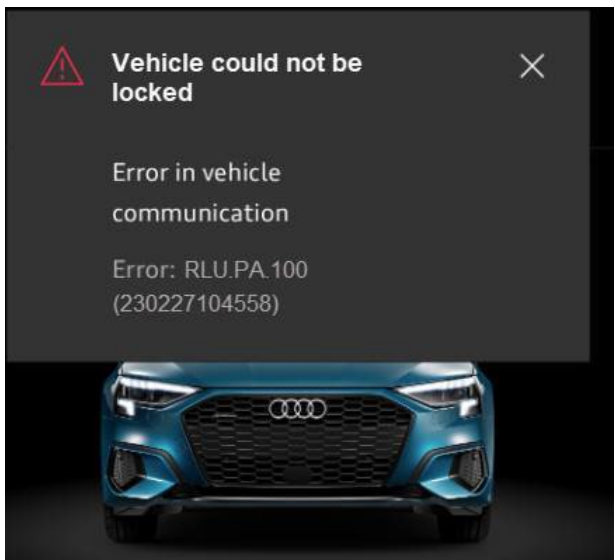


Figure 1: Message for iOS devices

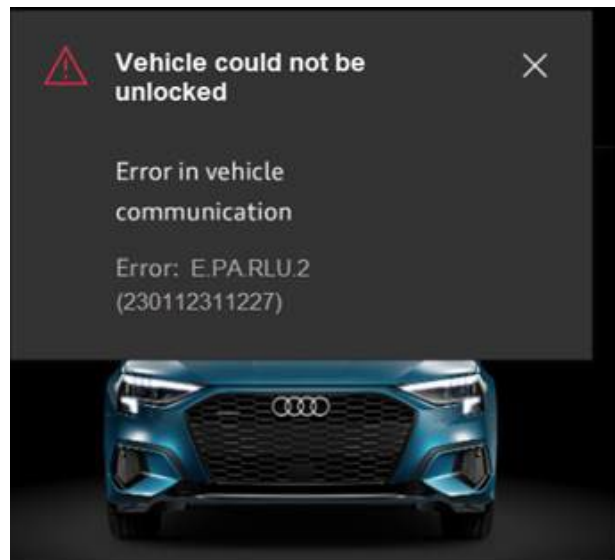


Figure 2: Message for Android devices

Workshop findings:



Technical Service Bulletin

The issue can be duplicated when the vehicle is locked or unlocked in the myAudi app and the message specified above is displayed.

Technical Background


There is a functional issue in the onboard supply control unit (address word 0009).

Production Solution

Not applicable.


Service

If the customer description and message above are present, reset the electronic central electrics module -J519- (address word 0009).

| |
|---------------------------------------------------------------------------------------------------------------------------------------------------|
|  NOTICE |
| Ensure all keys are present before starting this procedure. Subsequent claims for key programming as a result of this TSB may not be paid. |

To reset the module, perform the replacement test plan for the -J519- using the following steps:

1. Perform the guided function “Replace control module”
2. When prompted whether the data should be carried over from the old control unit, select “no”.
3. Continue in test plan as normal.

| |
|----------------------------------------------------------------------------------------------------------|
|  NOTICE |
| Parts replacement does not solve this issue. Claims for replaced parts will be subject to review. |

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 the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. |
| Service Number: | 9710 |



Technical Service Bulletin

| | | | |
|--------------------------|-------------------------------------------------------------------------------|-------------------------------|-----------------------------------------------------|
| Damage Code: | 0039 | | |
| Labor Operations: | GFF – Scan vehicle, perform module replacement test plan, clear DTC's | 0150 0000 | Time stated on the diagnostic protocol (Max 100 TU) |
| Diagnostic Time: | GFF – Checking and clearing fault codes included in existing labor operations | No allowance (included above) | 0 TU |
| | Road test prior to the service procedure | No allowance | 0 TU |
| | Road test after the service procedure | No allowance | 0 TU |
| Claim Comment: | As per TSB 2071297/2 | | |

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

All part and service references provided in this TSB (**2071927**) 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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