



Technical Service Bulletin

91 Audi Connect: myAudi in-vehicle login fails with error, "Please try again later"

91 24 11 2073306/1 May 8, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron quattro, and Q4 Sportback quattro	2022 - 2024	All	Not Applicable
Q4 e-tron RWD	2023 - 2024		

Condition

Customer States:

It is not possible to log in with a myAudi user and password on the vehicle's MMI system; an error message appears (Figure 1).

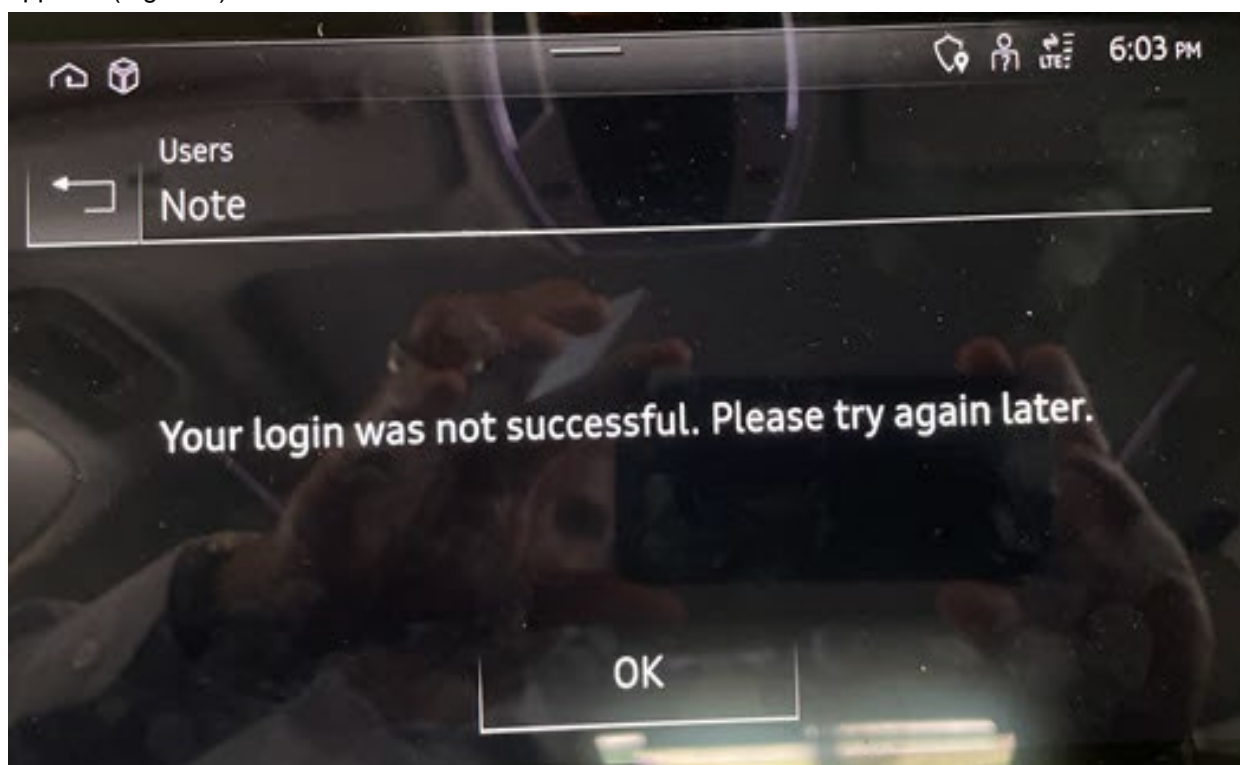


Figure 1. myAudi login error.

Workshop findings:

The complaint can be reproduced in the workshop.



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Technical Background

It is not possible to log in with the myAudi user on the vehicle's MMI system as no PIN has been set by the user.

Production Solution

A software update to address this concern is expected.

Service

Setting a PIN in the myAudi app:

- Open the app >> Account settings >> PIN >> Set PIN

The myAudi user will now be able to log in.



If the PIN has already been set, perform an MMI factory reset and then log in again with the myAudi user in the vehicle.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2073306**) 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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