

## Technical Service Bulletin

<b>Topic</b>	91 myAudi app: timeout when starting auxiliary air conditioner
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2076636/2
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Mar 18, 2025

### New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> Online Services	functionality	
information, navigation, communication, entertainment -> Telematics, online services	functionality	
climate control -> parking heating, parking cooling -> switching auxiliary heater on -> switching remote controlled parking heater on (online)	functionality -> no function	
climate control -> parking heating, parking cooling -> switch on parking cooling -> switching remote controlled parking A/C on (online)	functionality -> no function	

## Vehicle data

### A7 e quattro

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4K*	2021	A		*	*	*
4K*	2022	A		*	*	*

#### PR numbers

PR numbers
?:with IW3 ? :and ? :with OK3

### A8 e quattro

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4N*	2020	A		*	*	*
4N*	2021	A		*	*	*

#### PR numbers

<b>PR numbers</b>
?:with IW3 ?and ?with OK3

## Q5 e quattro

### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
FY*	2021	A		*	*	*
FY*	2022	A		*	*	*
FY*	2023	A		*	*	*

### PR numbers

<b>PR numbers</b>
?:with IW3 ?and ?with OK3

## Documents

<b>Document name</b>
<a href="#">master.xml</a>

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised Warranty (Updated Warranty Table)
1	01/30/2025	Initial publication

### Customer states:

- The auxiliary air conditioner permanently cannot be started via the myAudi app.
- The following message appears in the myAudi app: “Auxiliary air conditioner could not be started: Timeout” with the error code: **E:RPC.PA.2 for iOS** or **E:PA.RPC.5 for Android**.

### Workshop findings:

- The error code in the myAudi app is **E:RPC.PA.2 on iOS** or **E:PA.RPC.5 on Android**.
- The auxiliary air conditioner cannot be started via the myAudi app but it can be activated in the vehicle.

## Technical Background

Functional issue in vehicle.

## Production Solution

Not applicable.

## Service



### NOTICE

**This TSB only refers to error codes “E:RPC.PA.2” and “E:PA.RPC.5”. Other error codes such as “RPC.PA.unfetched” are not covered by this TSB.**

1. Reset control unit 005F to the factory settings via the MMI menu.
2. Please use diagnostics to reset the “Timer and profiles” in the High-voltage battery charger control module, AX4 (address word 00C6) to the factory settings via the basic settings.
3. Please nominate the key user again and recheck the function.
4. If the issue persists, please perform a terminal 30 reset by disconnecting the 12V battery and the Data Bus On Board Diagnostic Interface, J533 (address word 0019) for approx. one hour.

## Warranty

Without disconnection of the battery:

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9035		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	GFF / Guided Functions	0150 0010	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Time stated on the diagnostic protocol
<b>Claim Comment:</b>	As per TSB 2076636/2		

**With disconnection of the battery:**

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9035		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	GFF / Guided Functions	0150 0060	Time stated on the diagnostic protocol
	Remove and install data bus control unit	9035 19XX	See SRT with associated operations
	Loosen and secure battery earth strap	9785 0999	10 TU
<b>Claim Comment:</b>	As per TSB 2076636/2		

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 (**2076636**) 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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