

## Technical Service Bulletin

<b>Topic</b>	91 Audi Connect Digital Key activation cannot be completed in the MMI
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2077331/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Mar 20, 2025

### New customer code

Object of complaint	Complaint type	Position
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> door release -> keyless entry door release	functionality -> no function	
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> door locking mechanism -> door locking with mobile device	functionality -> no function	
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> door locking mechanism -> keyless closing door locking mechanism	functionality -> partially out of order	
information, navigation, communication, entertainment -> controlling infotainment with buttons, controls, screen -> select menu item -> select menu item with button	functionality -> no function	
information, navigation, communication, entertainment -> controlling infotainment with buttons, controls, screen	functionality	
information, navigation, communication, entertainment -> controlling infotainment with buttons, controls, screen -> select menu item -> select menu item with rotary/push control	functionality -> no function	
information, navigation, communication, entertainment -> controlling infotainment with buttons, controls, screen -> select menu item -> select menu item using screen	functionality -> no function	
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> door release -> door unlocking with mobile device	functionality -> no function	

## Vehicle data

### Q6 and SQ6 e-tron

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
GF*	2025	A		*	*	*

#### PR numbers

<b>PR numbers</b>
? :with 2F1

# Documents

Document name
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master.xml
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Connection offline

## Technical Service Bulletin

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## Condition

### Customer states:

Digital Key activation cannot be activated in the MMI.

### Workshop findings:

The customer statement can be reproduced.

## Technical Background

1. The customer's smartphone is not compatible.
2. Mobile data is not activated in the vehicle (Privacy mode activated).
3. The vehicle is offline.
4. The dealership has not verified the key user of the vehicle.
5. A communication fault in the backend means that the email with the personal activation code was not sent.
6. Maintenance in the backend.
7. Software issue in the onboard supply control unit J519.
8. Nomination of key user/vehicle preparation was not completed.

## Production Solution

Not applicable.

## Service

1. Please check the customer has a compatible smartphone.

Compatible devices are (as of Q1 2025):

### Apple

iPhone 11 / Pro / Pro Max  
iPhone 12 Mini / Pro / Pro Max  
iPhone 13 Mini / Pro / Pro Max  
iPhone 14 Plus / Pro / Pro Max  
iPhone 15 Plus / Pro / Pro Max  
iPhone 16 Plus / Pro / Pro Max  
Watch Series 6 / 7 / 8 / Ultra

### Google – Android 12 and newer

Pixel 6 Pro  
Pixel 7 Pro  
Pixel Fold  
Pixel 8 Pro  
Pixel 9 Pro

### Samsung

Galaxy Note 20 Ultra

Galaxy S21+ / Ultra  
 Galaxy S22+ / Ultra  
 Galaxy S23+ / Ultra  
 Galaxy S24+ / Ultra  
 Galaxy Z Fold 2 / 3 / 4

Please check these links for updated information:

Apple: <https://support.apple.com/en-us/118271>

Samsung: <https://www.samsung.com/ca/support/apps-services/what-is-digital-key/> (applies to USA)

Google: <https://support.google.com/wallet/answer/13037118?hl=en>

2. Please check whether mobile data are activated in the vehicle. Activate them if they are deactivated.
3. Please check that the vehicle is online. The globe symbol should be visible on the MMI. A high reception strength is also helpful.
4. The key user must be verified by a dealership.
5. To have the email sent again, please enter a random incorrect code 7 times.
6. Please try again the next day.
7. Reset Terminal 30 by disconnecting the 12V electrical system for at least 10 minutes.
8. Re-do key user activation.

Please delete the key user from the vehicle and delete the vehicle from the myAudi app.

Then set the key user again and confirm in the vehicle.

## Warranty

<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>	9710		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Loosen and secure grounding strap for Terminal 30 reset	9785 0999	See SRT with associated operations
	GFF / Guided Functions	0150 0060	See SRT with associated operations
<b>Claim Comment:</b>	As per TSB 2077331/1		

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 (**2077331**) 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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