

Technical Service Bulletin

Topic	91 Audi connect myAudi login not possible - general troubleshooting
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077364/1
Level	EH
Status	Released for publishing
Release date	Mar 24, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> Online Services -> enter 'myAudi' PIN	functionality -> no function	

Vehicle data

MY 20

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8W*	2020	A		*	*	*
F5*	2020	A		*	*	*
GE*	2020	A		*	*	*

MY 21

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4A*	2021	A		*	*	*
4K*	2021	A		*	*	*
4M*	2021	A		*	*	*
4N*	2021	A		*	*	*
8W*	2021	A		*	*	*
F5*	2021	A		*	*	*
FY*	2021	A		*	*	*
GE*	2021	A		*	*	*

MY 22 / MY 23

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4A*	2022	A		*	*	*
4A*	2023	A		*	*	*
4K*	2022	A		*	*	*
4K*	2023	A		*	*	*
4M*	2022	A		*	*	*
4M*	2023	A		*	*	*
4N*	2022	A		*	*	*
4N*	2023	A		*	*	*
8W*	2022	A		*	*	*
8W*	2023	A		*	*	*
8Y*	2022	A		*	*	*
8Y*	2023	A		*	*	*
F3*	2022	A		*	*	*
F3*	2023	A		*	*	*
F5*	2022	A		*	*	*
F5*	2023	A		*	*	*
F8*	2022	A		*	*	*
F8*	2023	A		*	*	*
FY*	2022	A		*	*	*
FY*	2023	A		*	*	*
GE*	2022	A		*	*	*
GE*	2023	A		*	*	*

MY 24/25

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4A*	2024	A		*	*	*
4A*	2025	A		*	*	*
4K*	2024	A		*	*	*
4K*	2025	A		*	*	*
4M*	2024	A		*	*	*
4M*	2025	A		*	*	*
4N*	2024	A		*	*	*
4N*	2025	A		*	*	*
8W*	2024	A		*	*	*
8W*	2025	A		*	*	*
8Y*	2024	A		*	*	*
8Y*	2025	A		*	*	*
F3*	2024	A		*	*	*
F3*	2025	A		*	*	*
F5*	2024	A		*	*	*

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F5*	2025	A		*	*	*
F8*	2024	A		*	*	*
F8*	2025	A		*	*	*
FU*	2025	A		*	*	*
FY*	2024	A		*	*	*
FY*	2025	A		*	*	*
GE*	2024	A		*	*	*
GE*	2025	A		*	*	*
GF*	2025	A		*	*	*

Documents

Document name
master.xml



Connection offline

Technical Service Bulletin

Transaction No.: **2077364/1**

91 Audi connect myAudi login not possible - general troubleshooting

Release date: Mar 24, 2025

Condition

Customer states:

An error occurs when attempting the myAudi login in the vehicle.

Workshop findings:

The complaint can be reproduced in the workshop.

Technical Background

There are various causes that can create a failure for the in-vehicle myAudi login. The following service check can assist in narrowing down and roadblocks to the myAudi login.

Production Solution

Not applicable.

Service

Definitions:

myAudi login in MMI (username is an e-mail address; the password is set in myAudi)

Required for the following:

- Personalizing infotainment services (e.g. personalized news feeds).
- Storing home address/business address.
- Calling up last destinations.
- Creating favorites.
- Synchronizing MMI user settings online.
- Sending navigation destinations to the vehicle from the myAudi app.

Key user login (FPIN from vehicle key fob – 10-digit code up to model year 2021 / activation card from model year 2022 onwards):

Required for the following:

- Using Audi connect Care (e.g. remote locking and unlocking, remote start, remote climatization).

This TSB provides checks related to the myAudi login which can mostly be performed by the customer.

Please check the following points first:

- Is the eCall (SOS) LED green?
- Mobile phone reception available (LTE symbol with bars and data arrows)?
- Are the connect services working (e.g. weather, news and online traffic data)?
- Make sure there are no restrictions in place in the privacy settings.

- Change the length of the myAudi password (choose a password that is at least one character longer or shorter).
- Did the myAudi login work at least once in the past in this vehicle?
- Does a different myAudi account work in the vehicle?
- Is it possible to log in successfully with the myAudi user in a different vehicle?
- Is it possible to log into the myAudi portal (audisua.com) and the myAudi app?
- Was a nickname assigned in the myAudi portal?
- Was an S-PIN (4-digit self-selected PIN) set in the myAudi portal or Customer Registration as a security precaution for the vehicle-related services?
- If so, please try changing this S-PIN.
- What prompted the myAudi login (popup requesting login – fig. 1, setup wizard – fig. 2, user administration set by customer to require login – fig. 3, setup wizard for first use – fig. 4, etc.)?
- How long does it take for the error message to appear (1 second, 30 seconds, etc.)? (Take screenshot of message.)
- Is a myAudi account already logged into the MMI?
- Has the infotainment control unit already been reset to factory settings via the MMI menu?
- Does removing the vehicle from the myAudi account and then adding it again solve the problem?
- Was the complaint reproduced at different times (with a significant wait in between; there can sometimes be brief issues with the IT systems)?

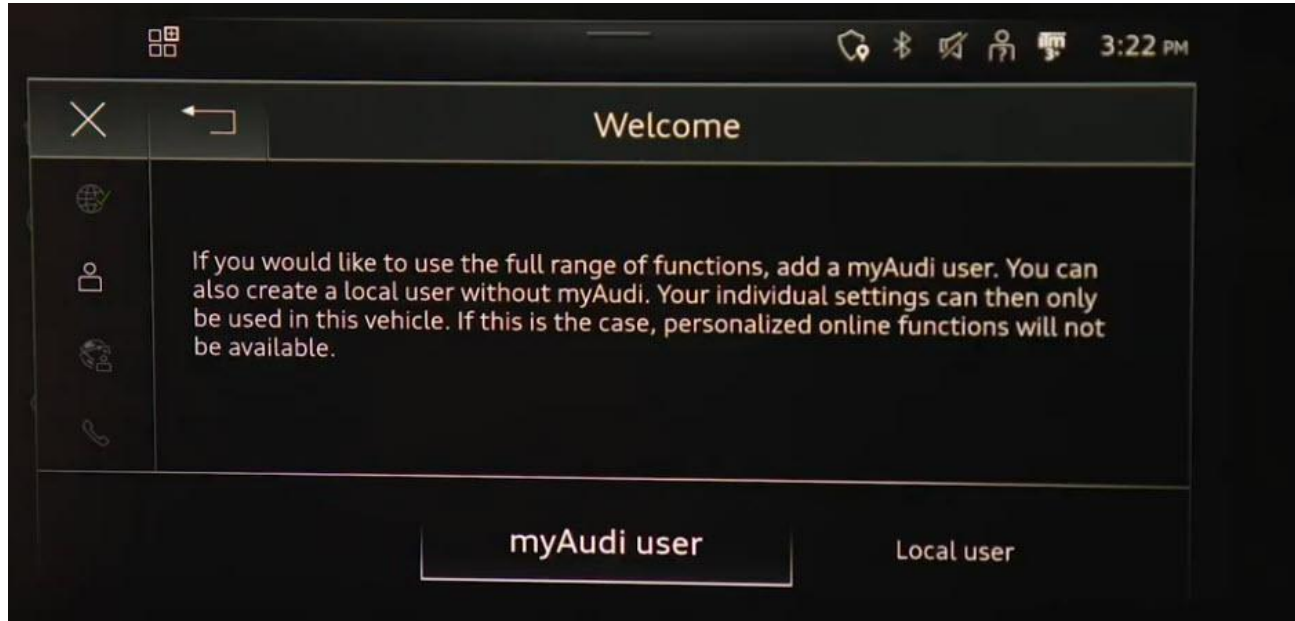


Figure 1. myAudi Set up wizard.



Figure 2. User administration prompt after dormancy of 30 days.

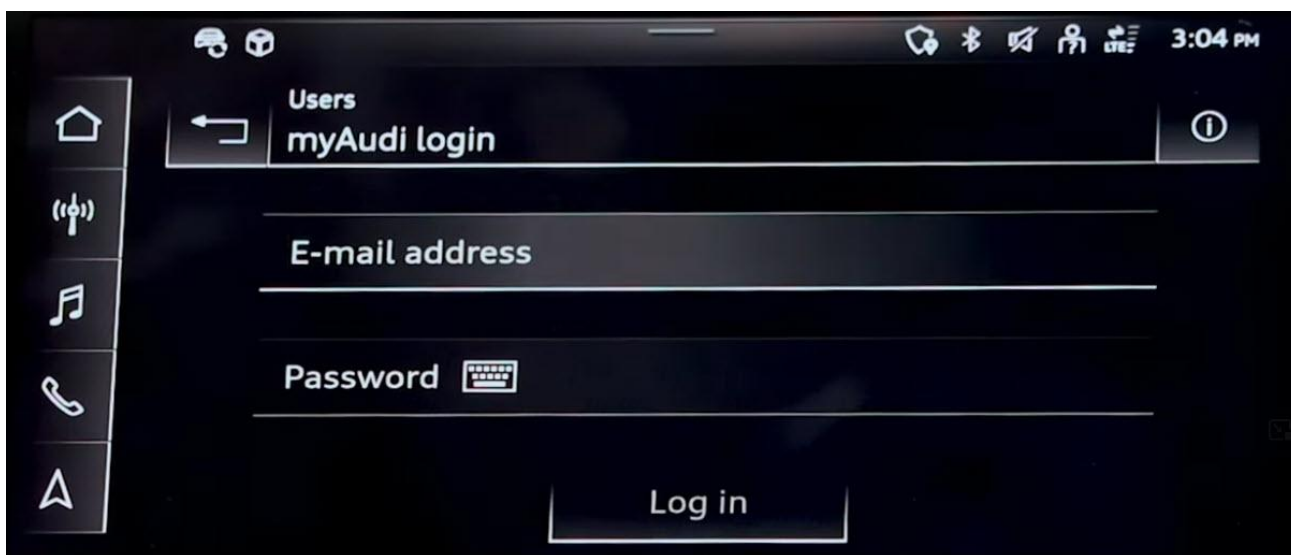


Figure 3. General myAudi login under User settings.

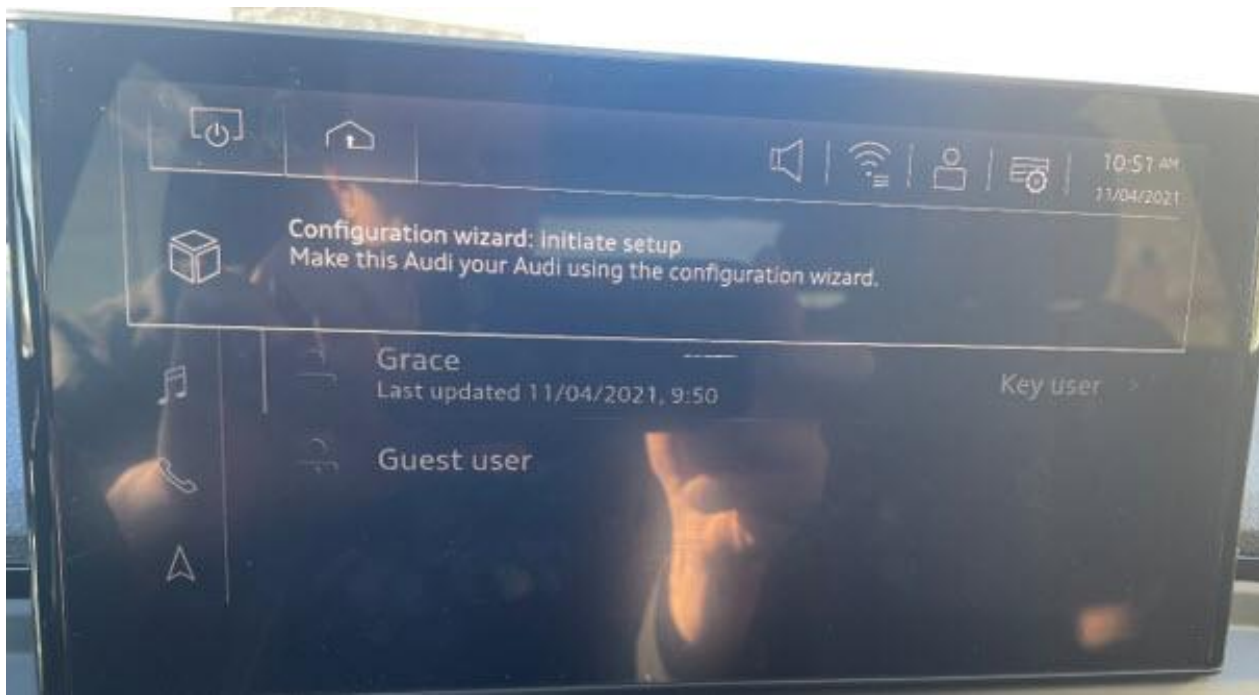


Figure 4. First time notification for set up wizard or after a factory rest of the MMI.

If none of these steps provide a solution, please reference TSB 2065817 for more in-depth troubleshooting steps.

Warranty

This TSB is informational only and not applicable to any Audi Warranty. Replacing parts or attempting repairs will not fix the problem. Unjustified work/replacement parts will be charge back. Invoicing under warranty is not permitted.

Additional Information

All part and service references provided in this TSB (**2077364**) 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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