

## Technical Service Bulletin

<b>Topic</b>	91 Audi connect Digital Key removal fails in the MMI
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2078471/2
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Jul 22, 2025

### New customer code

Object of complaint	Complaint type	Position
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> door release -> door unlocking with mobile device	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> registration process -> central locking/engine start mobile device registration	functionality -> no function	
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> door locking mechanism -> door locking with key card	functionality -> no function	
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> door release -> keyless entry door release	functionality -> no function	
engine -> engine operation -> engine start -> engine start with mobile device	functionality -> no function	
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> door release -> door unlocking with key card	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> registration process	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	
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> door locking mechanism -> door locking with mobile device	functionality -> no function	
information, navigation, communication, entertainment -> cell phone functions, customer portal, applications -> mobile terminal application (app)	control modules, services -> error message	
engine -> engine operation -> engine start	functionality -> operation sequence incorrect	
information, navigation, communication, entertainment -> Online Services -> registration process -> delete primary user	functionality -> no function	
engine -> engine operation -> engine start -> engine start with key card	functionality -> no function	
information, navigation, communication, entertainment -> Online Services	functionality	

## Vehicle data

**Q6 e-tron, A5, Q5, A6 e-tron**

## Sales types

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

## PR numbers

PR numbers
?:or ?:with 2F1

## Documents

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

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Updated instructions) Revised <i>Warranty</i> (Updated labor operations)
1	7/3/2025	Initial publication

### Customer states:

Unable to delete a digital key in the vehicle or on the smartphone. The digital key also does not work (cannot unlock/lock or start vehicle) although the vehicle is online and has sufficient satellite reception and the ignition was not turned on using the digital key.

### Workshop findings:

The customer statement can be reproduced.

## Technical Background

Software issue in onboard supply control unit.

## Production Solution

Not applicable

## Service

### NOTICE

**This bulletin may apply to vehicles still within the new model launch repair authorization period!**

- **For vehicles still in the launch phase, the workshop must create a case with the Technical Assistance Center (TAC) per the repair authorization. Reference this TSB in the first line of the TAC case.**

Make sure the vehicle is online and has a valid time signal (sufficient satellite reception).

Ensure the ignition was not activated using a digital key.

If these conditions have been met and the digital key still cannot be deleted, reset the 12V battery using a Terminal 30 reset for at least 10 minutes. Then ensure the same conditions are met again.

Wait for at least 24 hours after performing the reset, as attempts to delete the key will be performed again during this period. The vehicle should always be online during this period.

If the digital key still cannot be deleted, replace onboard supply control unit J519.

## 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>	<b>For Terminal 30 reset:</b>		
	Loosen and secure earth strap	9785 0999	20 TU
	GFF / Guided Functions	0150 0060	Labor according to the diagnostic log
	<b>For Terminal 30 reset and replace onboard supply control unit:</b>		
	Remove and install onboard supply control unit	9710 19xx	See SRT with associated operations
	Loosen and secure earth strap	9785 0950	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Labor according to the diagnostic log
<b>Claim Comment:</b>	As per TSB 2078471/2		

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 (**2078471**) 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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