

Technical Service Bulletin

Topic	97 Digital key (MDK) cannot be programmed, vehicle cannot be opened or started with digital key
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2078790/1
Level	EH
Status	Released for publishing
Release date	Jul 31, 2025

New customer code

Object of complaint	Complaint type	Position
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> door locking mechanism	functionality -> partially out of order	
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> door release	functionality -> partially out of order	
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> door release	functionality -> cannot be released	
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> door locking mechanism	functionality -> cannot be locked	
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> door locking mechanism	functionality -> operation sequence incorrect	

Vehicle data

Audi Q5 Sportback

Sales types

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

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
***	***	GU	*	*	*	000000	055974		Jul 14, 2025

Documents

Document name
master.xml



Connection offline

Technical Service Bulletin

Transaction No.: **2078790/1**

97 Digital key (MDK) cannot be programmed, vehicle cannot be opened or started with digital key

Release date: Jul 31, 2025

Condition

Customer states:

The digital key (also called the mobile device key, MDK) cannot be programmed via Bluetooth.

The vehicle cannot be opened, closed or started with the digital key.

The digital key can be programmed and used to open, close and start the vehicle via near field communication (NFC). Refer to customer information.

Workshop findings:

The customer statement can be reproduced.

Technical Background

The function is unavailable due to a software issue.

Production Solution

Production change planned for calendar week 27/2025.

Service

Please perform a control unit configuration check of onboard supply control unit J519 (diagnostic address 0009). This will give the onboard supply control unit a modified data set. Then please wait for bus sleep mode.

Warranty

Claim Type:	<ul style="list-style-type: none"> If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9710		
Damage Code:	0039		
Labor Operations:	GFF / Guided Functions	0150 0010	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Labor according to the diagnostic log
Claim Comment:	As per TSB 2078790/1		

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 (**2078790**) 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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