



Connection offline

Vehicle-specific service

Topic	91 PSS myAudi app: auxiliary air conditioning starts in vehicle but negative response in app
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077207/3
Level	EH
Status	Released for publishing
Release date	Aug 29, 2025

Vehicle data

Q6 e-tron and A6 e-tron

Sales types

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

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
WA1	*	GF	*	S	*	000001	999999		
WAU	*	GH	*	S	*	000001	999999		

Documents

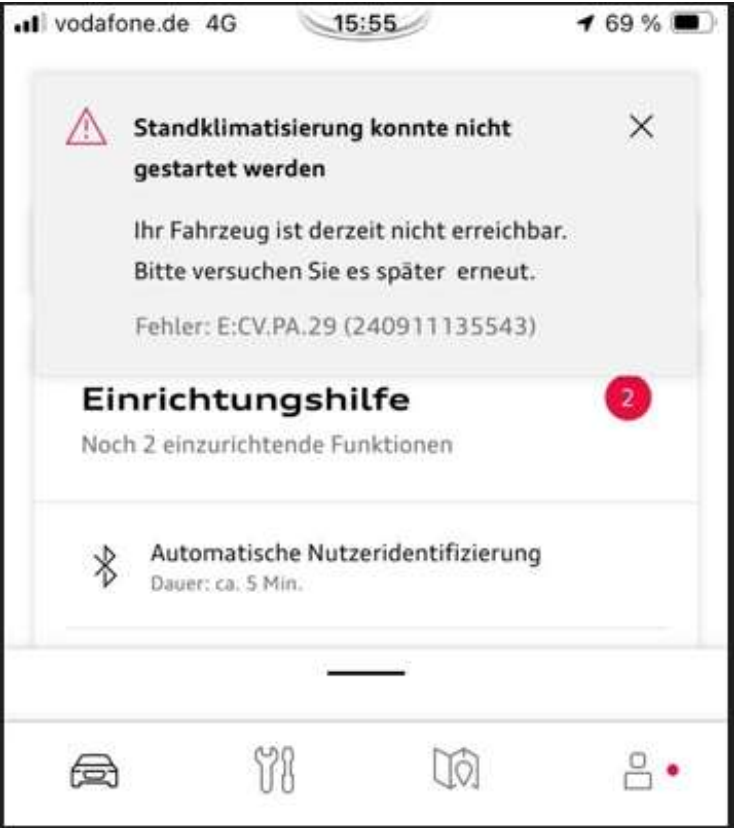
Document name
master.xml

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added A6 e-tron)
2	04/15/2025	Revised <i>Production Solution</i> (Added expected date for production change)
1	03/10/2025	Initial publication

Customer states:

- The auxiliary air conditioner is started via the myAudi app. However, the myAudi app displays a negative response.
- After 1 to 2 minutes, the myAudi app also indicates that the auxiliary air conditioner is running.
- This issue occurs intermittently.



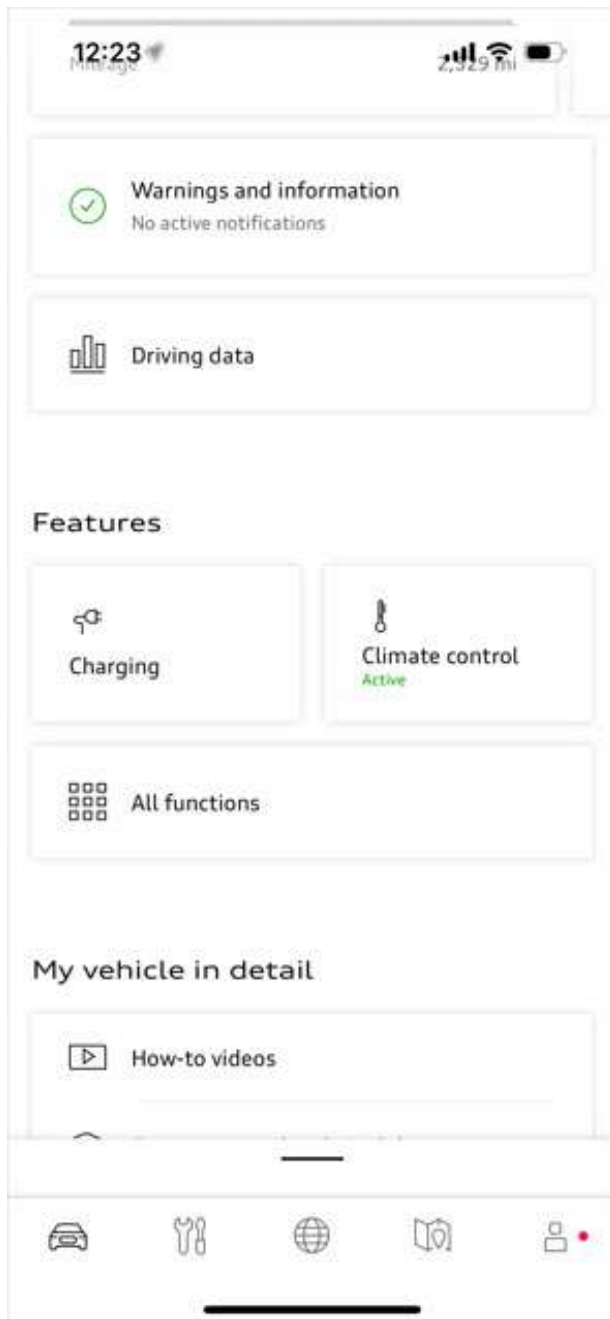
Translation:

Auxiliary air conditioner could not be started.

Your vehicle currently cannot be reached.

Please try again later.

Error: E:CV.PA.29



Workshop findings:

The complaint can be reproduced in the workshop.

The complaint occurs **intermittently**.

If the issue reoccurs continuously for several days, this TSB must not be used and a ticket opened with the Technical Assistance Center (TAC).

Technical Background

Due to multiple backend-related issues, the myAudi app may intermittently receive no response when the air conditioning is started and may therefore display a negative response.

Production Solution

Production change in CW 25/25

Service

1. Explain to the customer that a solution is expected to be available by the end of the third quarter of 2025 (subject to change) and that no repairs are necessary at this point.
2. Do not replace any components for this condition since this will not resolve the customer's concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*).

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2077207**) 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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