

## Technical Service Bulletin

<b>Topic</b>	91 Audi connect: Remote locking/unlocking not possible
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2071297/3
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Sep 12, 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 -> cell phone functions, customer portal, applications -> mobile terminal application (app)	functionality -> no function	
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> door locking mechanism -> door locking with mobile device	functionality -> no function	

## Vehicle data

### Q3

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F3*	2019	A		*	*	*
F3*	2020	A		*	*	*
F3*	2021	A		*	*	*
F3*	2022	A		*	*	*
F3*	2023	A		*	*	*
F3*	2024	A		*	*	*
F3*	2025	A		*	*	*

## Documents

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

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added Model Years)
2	01/19/2024	Revised <i>Service</i> (Updated instructions)
1	08/24/2023	Initial publication

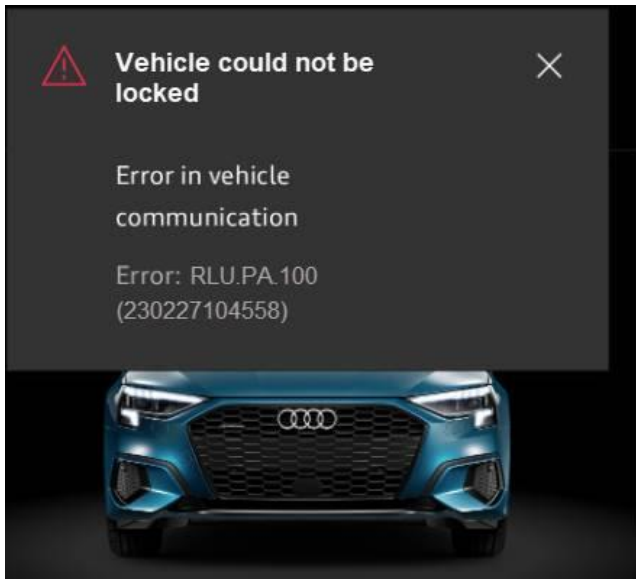
### Customer states:

The customer attempts to lock or unlock the vehicle via the myAudi app and receives one of the messages below, all other remote services work:

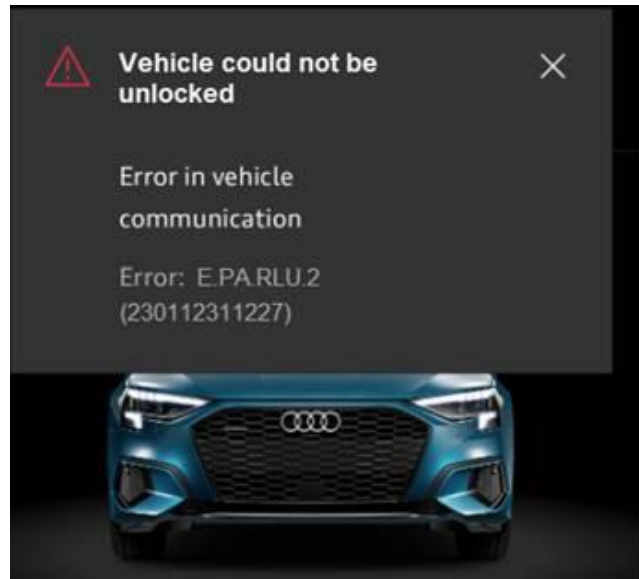
- RLU.PA.100 (iOS - Figure 1).

or

- E.PA.RLU.2 (Android - Figure 2).



**Figure 1:** Message for iOS devices



**Figure 2:** Message for Android devices

### Workshop findings:

The issue can be duplicated when the vehicle is locked or unlocked in the myAudi app and the message specified above is displayed.

## Technical Background

There is a functional issue in the onboard supply control unit (address word 0009).

## Production Solution

Not applicable

## Service

If the customer description and message above are present, reset the electronic central electrics module -J519- (address word 0009).



### NOTICE

**Ensure all keys are present before starting this procedure. Subsequent claims for key programming as a result of this TSB may not be paid.**

To reset the module, perform the replacement test plan for the -J519- using the following steps:

1. Perform the guided function "Replace control module"
2. When prompted whether the data should be carried over from the old control unit, select "no".
3. Continue in test plan as normal.



### NOTICE

**Parts replacement does not solve this issue. Claims for replaced parts will be subject to review.**

## Warranty

<b>Claim Type:</b>	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	9710		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	GFF	0150 0000	Time stated on the diagnostic protocol
	GFF	0150 0060	See SRT with associated operations
<b>Claim Comment:</b>	As per TSB 2071297/3		

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 (**2071927**) 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.

©2024 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form

or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.