

Technical Service Bulletin

Topic	91 Audi connect: no online connection after visiting workshop between 03/02/2025 and 5/5/2025
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077616/4
Level	EH
Status	Released for publishing
Release date	Sep 29, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> traffic information system -> display traffic information (online)	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> Online Services configuration	functionality -> not adjustable	
climate control -> parking heating, parking cooling -> switch on parking cooling -> switching remote controlled parking A/C on (online)	functionality -> no function	
access control, start authorization, anti-theft protection -> locking/unlocking vehicle -> door release -> remote controlled door unlocking (online)	functionality -> no function	
climate control -> parking heating, parking cooling -> switching auxiliary heater on -> switching remote controlled parking heater on (online)	functionality -> no function	
information, navigation, communication, entertainment -> traffic information system -> traffic info (online) reception	functionality -> faulty	
information, navigation, communication, entertainment -> cell phone functions, customer portal, applications -> customer portal application -> remote departure time programming (customer portal)	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> online system update	functionality -> cannot be ended	
climate control -> parking heating, parking cooling -> parking heating/parking cooling preset -> remote controlled parking heater/ A/C run-time preselection (online)	functionality -> no function	
power, vehicle electrical system, data transfer -> battery management -> charging high-voltage battery -> remote controlled high-voltage battery charging (online)	functionality -> faulty	
information, navigation, communication, entertainment -> cell phone functions, customer portal, applications -> mobile terminal application (app) -> remote departure time programming (app)	functionality -> no function	
information, navigation, communication, entertainment -> cell phone functions, customer portal, applications -> mobile terminal application (app)	functionality -> no function	

New workshop code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> Telematics, online services -> Telematics control module / online services	functionality -> no function	front

Vehicle data

A3/S3/RS3

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8Y*	2022	A		*	*	*
8Y*	2023	A		*	*	*
8Y*	2024	A		*	*	*
8Y*	2025	A		*	*	*

PR numbers

PR numbers
?:with NZ4
?:or ??:without IW0
?:or ??:with NZ0 ??:and ??:without IT0
?:or ??:with NZ0 ??:and ??:without IV9
?:or ??:with NZ1
?:or ??:with NZ2

Audi Q4

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F4*	2022	A		*	*	*
F4*	2023	A		*	*	*
F4*	2024	A		*	*	*
F4*	2025	A		*	*	*

PR numbers

PR numbers
?:without EL0 ??:and ??:without NZ0

Q3

Sales types

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

PR numbers

PR numbers
?:without EL0 ?:and ?:without NZ0

Documents

Document name
master.xml
vkms-translated.pptx

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Production Solution</i> (Added week of production change)
3	05/22/2025	Revised <i>Condition</i> (Updated date range) Revised <i>Technical Background</i> (Updated date range) Revised <i>Service</i> (Updated instructions)
2	05/05/2025	Revised <i>Service</i> (Updated instructions)

NOTICE

The complaints described in this TSB may have several causes.

- This TSB therefore only applies if the vehicle's last visit to the workshop was **after March 2, 2025 and before May 5th, 2025 AND**
- The VKMS was calibrated during this visit.
- The VKMS can also be calibrated as a separate test program.
- In addition, the VKMS calibration is part of many "Replace control module" test programs.

Customer states:

- Since the last visit to the workshop, all online services have been **permanently** down.

and/or

- Since the last visit to the workshop, the myAudi app has **permanently** had no connection to the vehicle.

and/or

- Since the last visit to the workshop, the vehicle user cannot log in or be created.

and/or

- Since the last visit to the workshop, the emergency call LED in the roof module next to the SOS button does not light up green.

Workshop findings:

- The vehicle has active licenses for online services.

and

- One of the following tasks was performed on the vehicle after 03/02/2025 and before 05/05/2025:
 - VKMS calibration

and/or

- The **"Replace control module"** test program has been performed for one or more of the control units below:
 - **0019** – Data bus diagnostic interface.
 - **005F** – Control unit for information electronics.
 - **00C6** – Charging unit for high-voltage battery.
 - **8107** – Aerial module.
 - **0075** – Emergency call module and communication unit.


and

- In the overall status of the VKMS calibration in Guided Fault Findings, one or more control units are confirmed with **ERROR CODE: 33** (see Figure 1, outlined in red).

The Vehicle Key Management System (VKMS) activation has not been performed successfully.

Component 1: Engine electronics → VKMS configuration OK - FAZ002399E
 Component 2: HVAC electronics → VKMS configuration OK - FAZ002399E
 Component 3: Electronic central electric → VKMS configuration OK - FAZ002399E
 Component 4: Data Bus OBD Interface → VKMS configuration OK - FAZ002399E
 Component 5: Information electronics 1 → STATUS: Routine Aborted / RESULT: Incorrect Results / ERROR-CODE: 33
 Component 6: Emergency call module and communication unit → STATUS: Routine Aborted / RESULT: Incorrect Results / ERROR-CODE: 33
 Component 7: High-voltage battery charger → VKMS configuration OK
 Component 8: Antenna module → STATUS: Routine Aborted / RESULT: Incorrect Results / ERROR-CODE: 33
 Component 9: Burglary protection control module 1 VL → VKMS configuration OK
 Component 10: Burglary protection control module 2 VR → VKMS configuration OK
 Component 11: Burglary protection control module 3 HL → VKMS configuration OK
 Component 12: Burglary protection control module 4 HR → VKMS configuration OK
 Component 13: Software Cluster Embedded 1 → VKMS configuration OK - FAZ002399E
 Component 14: Software Cluster Housekeeping 1 → STATUS: Routine Finished Correctly / RESULT: Incorrect Results / ERROR-CODE: 33

Figure 1. Overall status of the VKMS calibration in Guided Fault Finding.

 **NOTICE**

The fault may also occur after a "virtual replacement". This means that the control unit has not actually been replaced, but the "Replace control module" test program has been performed.

Technical Background

Software issue with the manufacturer's IT infrastructure (during the period from 03/02/2025 to 05/05/2025).

Production Solution

CW 19/2025.

Service

The measure comprises several steps:

Performing another (new/fresh) VKMS calibration

Waiting for the chassis number to be automatically erased from the manufacturer's IT infrastructure

Calibrating the VKMS again (after chassis number has been erased)

Checking the status of the LED in the roof module next to the SOS button

1. Performing another (new/fresh) VKMS calibration:

- Perform another VKMS calibration using the vehicle diagnostic tester.



NOTICE

A change in the manufacturer's IT infrastructure was performed on 05.05.2025. VKMS calibration can be performed successfully again after this date!

Successful VKMS calibration can be recognized by the following result being displayed:

- "VKMS data OK"

OR

- "VKMS data OK – FAZ002399E"

If one or more control units show a different status, the VKMS must be calibrated again after switching terminal 15 off and on again.

- Switch terminal 15 off and on again.
- Exit diagnosis completely to automatically erase the passive event memory entries.
- Lock the vehicle. Then place the vehicle key at least 50 feet away from the vehicle and wait for the bus sleep cycle for 30 minutes.
- If the customer complaint has not been resolved, test program "0075 – Control module restart" must be performed.

Continue with point 2.

2. Checking the status of the LED in the roof module next to the SOS button

Switch on the ignition and switch it off again (turn terminal 15 on/off).

The LED in the roof module next to the SOS button must continue to be lit green for a few minutes after switching off the ignition



NOTICE

If the LED in the roof module next to the SOS button does not light up green, the emergency call system is not activated correctly.

If this is the case, please contact the Technical Assistance Center (TAC) using a technical repair query. Please write the number of this TSB (2077616) in the field for additional information on workshop findings. This allows the internal department to identify the connection to this TSB quickly. TAC will contact you as soon as possible and provide further information.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9107		
Damage Code:	AS39		
Labor Operations:	GFF / Guided Functions	0150 0010	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Labor according to the diagnostic log
	Check vehicle (bus sleep mode)	0689 0199	10 TU
Claim Comment:	As per TSB 2077616/4		

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 (**2077616**) 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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