

 Connection offline

Technical Service Bulletin

Transaction No.: **2081614/1**

90 Remote park assist plus not working - message in myAudi app "Automatic user identification failed"

Release date: Apr 6, 2026

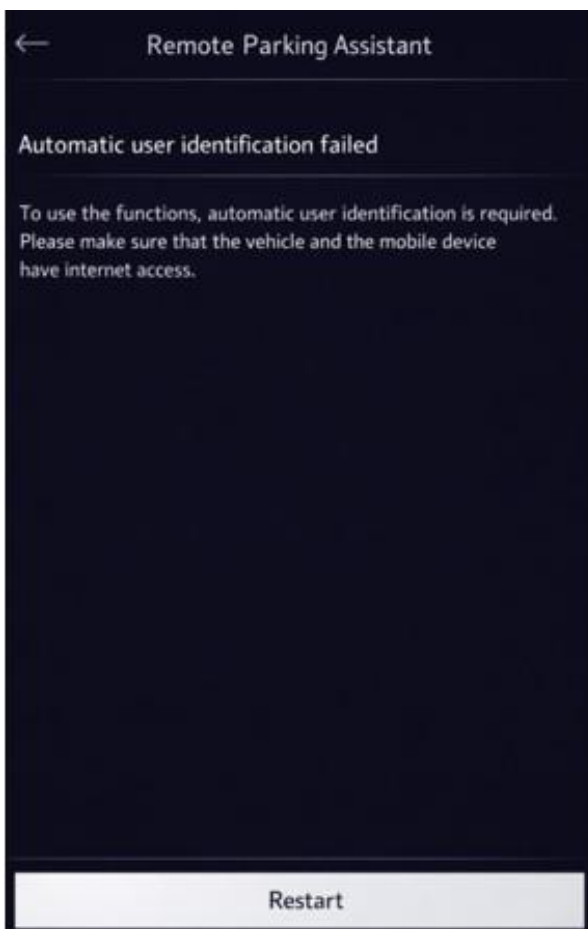
Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
S6, A7, S7, and e-tron GT	2025	All	PR Code: FT1
A6 allroad, RS 6 Avant, RS 7, A8, S8, RS e-tron GT, Q7, SQ7, Q8, SQ8, and RS Q8	2025 – 2026		
S e-tron GT	2026		

Customer states:

Remote-controlled parking (remote park assist plus) is not working. The following message appears in the myAudi app when activating remote park assist plus:

“Automatic user identification failed”



Workshop findings:

The customer complaint can be reproduced.

Technical Background

Software issue in roof aerial control unit -JX3- (diagnostic address 8107)

Production Solution

Not applicable.

Service

Please complete the following steps:

- Open diagnostic address 8107 (aerial module) via self-diagnosis.
- Reset the roof aerial to factory settings under the basic settings.
- With the engine running, deactivate automatic user identification in the myAudi app and reactivate it again.
- Switch ignition off and back on again

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9113		
Damage Code:	0040		
Labor Operations:	Check and adjust aerial	9113 0599	20 TU
	Self-diagnosis	0129 0050	See SRT with associated operations
Claim Comment:	As per TSB 2081614/1		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations as well as any associated tasks.

Additional Information

All part and service references provided in this TSB (**2081614**) 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.

©2026 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.