

**Technical Service Bulletin**

Transaction No.: **2080234/2**

91 Audi Connect myAudi app: auxiliary air conditioning starts in vehicle but negative response in app

Release date: May 20, 2026

**Condition**

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A6 Sportback e-tron, S6 Sportback e-tron, Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron, and SQ6 Sportback e-tron	2025	All	Not applicable

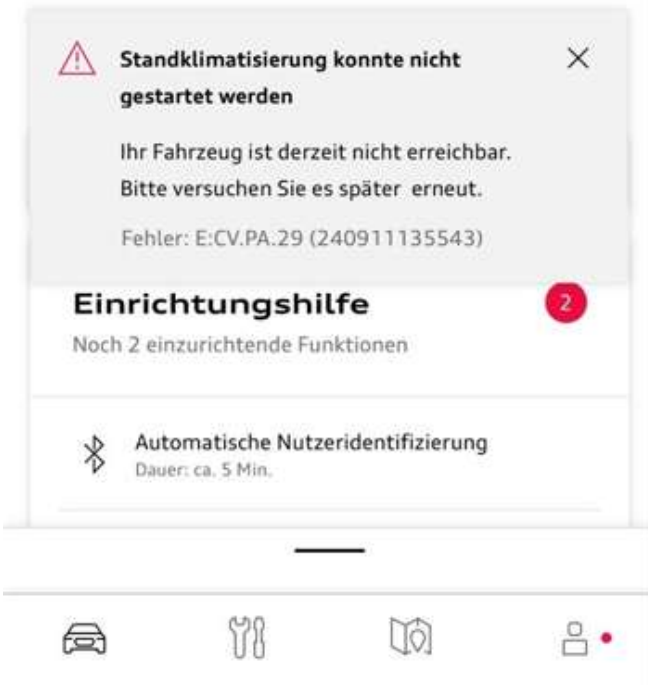
REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Updated dates)
1	12/03/2025	Initial publication

**Customer states:**

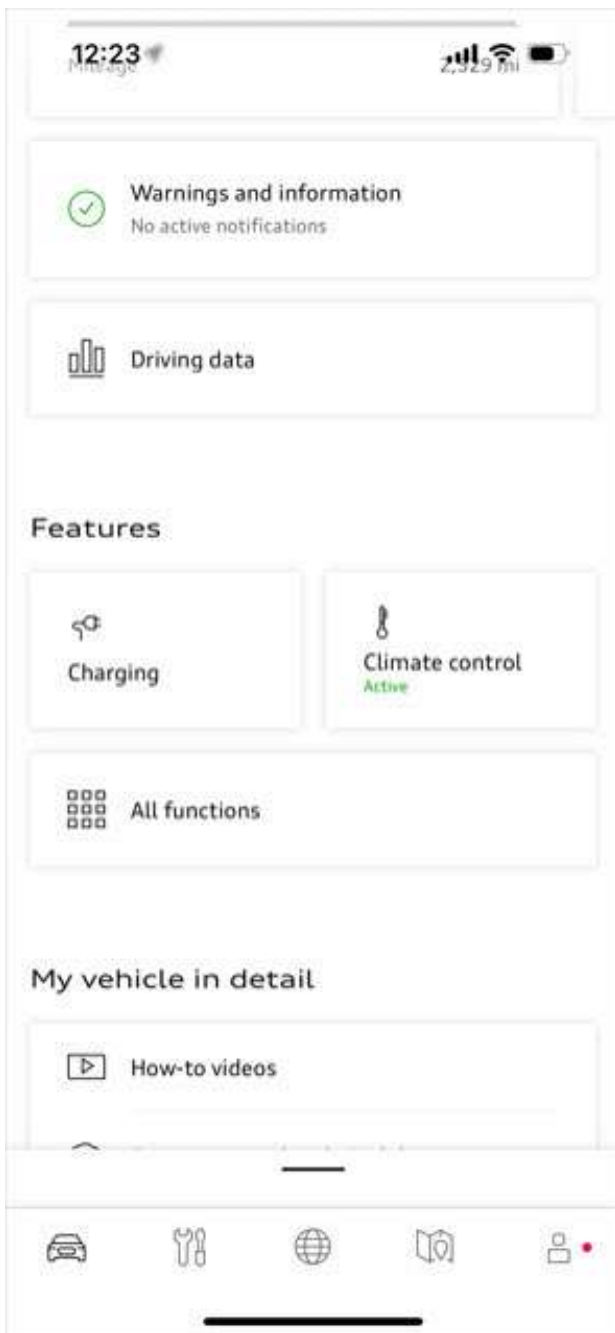
The auxiliary air conditioner is started via the myAudi app. However, the myAudi app displays a negative response.

After 1 to 2 minutes, the myAudi app also indicates that the auxiliary air conditioner is running.

This issue occurs intermittently.



Content of image:  
**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 continues continuously for several days, this TSB must not be used.

### 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 week 48/25.

### Service

This TSB replaces Pending Service Solution (PSS) TSB 2077207, *91 PSS myAudi app: auxiliary air conditioning starts in vehicle but negative response in app.*

A backend measure was rolled out during week 14/26

This is rolled out in stages and should be completed by week 18/26

## Warranty

Replacing parts or attempting repairs will not fix the problem. Unjustified work/replacement parts will be charged back. Invoicing under warranty is not permitted.

## Additional Information

All part and service references provided in this TSB (**2070234**) 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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