



Connection offline

## Technical Service Bulletin

91 Audi connect DBS Current Top Issues

Transaction No.: **2082976/1**

Release date: Aug 6, 2026

### Condition

| Model(s)          | Year(s)     | VIN Range | Vehicle Specific Equipment |
|-------------------|-------------|-----------|----------------------------|
| All Audi vehicles | 2020 – 2027 | All       | Audi connect               |

The customer states they have an issue with Audi connect that cannot be resolved by the workshop.

### Technical Background

This bulletin is for Service information only and should not be used for warranty purposes.

#### Digital Business Support Latest Updates:

##### 1. Red SOS at PDI or after a J949 – Emergency Call Module Replacement

- **Affected Models:** All GEN3 Models from MY20 A4/A5 thru Current MY27 models (OCU3, OCU4, ConBox High, ConBox5G, ConMod, and ConMod\_MQB).
- **Start and End Date:** Early July – July 29, 2026.

##### 2. Plug-n-Charge is greyed out in MMI and cannot be toggled on

- **Affected Models:** MY23 e-tron SUV with PR Code Y8X and all MY24+ Q8 e-tron
- **Start and End Date:** Mid July – July 31, 2026.

##### 3. Amazon Alexa is offline after successful pairing of Amazon account

- **Affected Models:** MY25-MY26 A8, Q8 and MY25-26 Q7 with MIB3 MMI
- **Start and End Date:** *Start unknown and still open topic.*

##### 4. Digital Key setup button is greyed out in MMI.

- **Affected Models:** All MY25+ PPC and PPE vehicles (A5, A6, Q5, Q6 e-tron, & A6 e-tron)
- **Start and End Date:** Multiple events occurred, dates are estimated (Mid-May -June 19; Second occurrence Mid-July - July 30, 2026)

#### Latest Helpful Tips:

Use myAudi Go to set key user, remove key user, or to add a new VIN to a customer's account.

myAudi Go is accessible to all dealer employees in the Group Retail Portal (GRP).

If you don't have access to the application, see your dealer admin for GRP and ask them to add the correct role to your profile within GRP.

If you don't know your dealer Admin, VW IT&S can help you identify who that individual might be. Call IT&S at (248) 754-4357

Only customers who have your dealership set as their "Preferred Dealership" will be visible to you in myAudi Go. If you cannot see the customer's account, then please ask the customer to set your dealership as their preferred dealer in the myAudi app (Select Profile Icon in Top Right of app >> Scroll down to "Audi Dealer" >> Select "Replace" or Search for dealer and select "Save.")

Service Portlet and ElsaPro Show the Status of an Available Over-The-Air Vehicle Software Update.

For the new Q3 (MY26+) and all PPC and PPE cars with Cluster 6 software and newer, an OTA is possible.

OTA updates are being deployed in Waves, so not all customers will receive the update at the same time.

## Production Solution

Not applicable.

## Service

**In general, unless stated otherwise below, customer complaints with these topics DO NOT require a DBS case to be created.** Once these topics are resolved, this TSB will be updated to indicate the updated status, while at the same time AoA field team members will also be notified. Please reach out to your regional AoA field team representative (AASM, TFM, etc.) to receive the latest information if not already indicated below. In the meantime, follow the instructions listed below each topic labeled as "What you should do."

**Exception** – DBS will accept tickets for the below issues if they arise in vehicles during a launch period for tracking purposes and expedited resolution.

## Latest Updates

### 1. Red SOS at PDI or after a J949 – Emergency Call Module Replacement

- **Affected Models:** All GEN3 Models from MY20 A4/A5 thru Current MY27 models (OCU3, OCU4, ConBox High, ConBox5G, ConMod, and ConMod\_MQB).
- **Condition:** After following TSB 2061028, *91 Audi connect GEN3/GEN4: No Services in MMI and SOS LED does not turn green after PDI*, the SOS LED does not turn green.
- **Why this happens:** A third-party vendor that Verizon relies on has found an issue with their backend system which prevents Cubic from finishing the eSIM localization process (switching from Vodafone to Verizon). As a result, the system will not allow the vehicle to download a Verizon eSIM profile
- **Status of Topic:** A cleanup is ongoing since July 15<sup>th</sup>, 2026 to remove the system issue that is blocking the Verizon profile download. It is expected that additional new vehicles will be affected by this issue until a long-term solution is applied. In the meantime, an automated cleanup will be implemented to automatically retry the failed Verizon profile download. This should minimize downtime for the vehicle and speed up the recovery process.
- **What you should do:** As of July 24, 2026, if you have submitted a DBS case, you should take the vehicle outside to obtain a GPS signal and allow the ignition to stay on for at least 25 minutes. If that does not resolve your issue, then retry the steps called out in TSB 2061028.
  - **If the SOS Turns Green:** Please modify your CIP case to indicate the issue is closed. If submitted a web ticket, please reply to your original email from DBS and indicate in the body of the email "RESOLVED: SOS LED IS GREEN." This will help with processing cases faster.
  - **If the condition remains:** Please update your DBS Case via CIP or email (ensure case ID and VIN are included) and indicate what steps you took and indicate the SOS did not turn green.

## 2. Plug-n-Charge is greyed out in MMI and cannot be toggled on

- **Affected Models:** MY23 e-tron SUV with PR Code Y8X and all MY24+ Q8 e-tron.
- **Condition:** Customer is set as key user in myAudi app and no existing issues exist with the remote services in the app or with the Audi connect services in the vehicle. The vehicle has 3+ bars of LTE reception.
- **Why this happens:** The vehicle must download a certificate that is prepared by the Plug-n-Charge backend. Due to a concern with the vehicle software, this certificate is not downloaded.
- **Status of Topic:** A service software to update the affected vehicle ECU will be deployed at a later date.
- **What you should do:** Inform the customer that a pending service solution is forthcoming and document the customer's preferred contact email to include in the PSS once published. There are currently no workarounds for this concern.

## 3. Amazon Alexa is offline after successful pairing of Amazon account

- **Affected Models:** MY25-MY26 A8, Q8 and MY25-26 Q7 with MIB3 MMI
- **Condition:** The customer successfully pairs their Amazon Alexa account to the vehicle. However, after invoking the Alexa assistant in the MMI, the response is "Sorry, the internet is not reachable. Please try again later," and a message of "Alexa is offline" is shown in the MMI screen.
- **Why this happens:** The Alexa app in vehicle waits only a few seconds for the response from the Amazon backend. If this response does not come in the predetermined time.
- **Status of Topic:** Inform the customer that an update to the Alexa app is currently being developed by Amazon and will be published to the In-Car App Store within 60 days from the publishing date of this TSB.
- **What you should do:** Currently, there is no available solution to be applied to the vehicle by the service workshop. Turn on Automatic App Updates in the MMI's In-Car App store and inform the customer that an automatic update will be applied to the Alexa app once the official release is made available to customers.

## 4. Digital Key setup button is greyed out in MMI.

- **Affected Models:** All MY25+ PPC and PPE vehicles (A5, A6, Q5, Q6 e-tron, & A6 e-tron)
- **Condition:** The customer is unable to pair a digital key with the vehicle either by using the MMI setup option or the myAudi app setup option. The "Setup" button in the MMI is greyed out and cannot be selected.
- **Why this happens:** The digital key service has its own secure backend server that processes all digital key setup requests from the vehicle and the myAudi app. The first step in the process is to prepare the vehicle for accepting a digital key once the key user is confirmed in the vehicle. This step in the process was delayed indefinitely for some vehicles and caused this customer concern. The backend concern that caused this delay was resolved. A new request from the vehicle must be made to prepare the vehicle for a new digital key pairing. This step must be completed before the customer can pair a new digital key.
- **Status of Topic:** The backend server concern has been resolved. All new requests from a vehicle that has received a new key user should no longer see this concern.
- **What you should do:** The steps required to resolve this concern for each customer may differ based on which step failed during the original setup of digital key in the backend.
  - Remove the key user of the vehicle by using the "remove key user" option in the MMI. You do not need to remove the customer's myAudi profile in the MMI.
  - Turn off vehicle and perform a 12v low voltage battery capacitive discharge by leaving the battery disconnected for at least two minutes and then reconnect battery.
  - Set key user in the MMI using myAudi Go (GRP application).

- Turn on vehicle and verify key user is set in the MMI.
- Check if digital key can now be set up using the “Setup” button in the MMI.
- If this option is still greyed out, then remove key user again and perform a factory reset of the MMI using *Settings >> System >> Restore factory settings*.
- Set key user in the MMI using myAudi Go (GRP application).
- Turn on vehicle and verify key user is set in the MMI.
- Check if digital key can now be set up using the “Setup” button in the MMI.
- If you still experience issues, open a DBS CIP case and indicate that the steps indicated in this TSB have been already attempted.

## How to get the fastest support from Audi Digital Business Support

For General Audi connect concerns including, Subscription and Key User Support, call the DBS Call Center for live agent support (800) 822-2834.

For all other concerns open a DBS Case using CIP at <https://audi-now.us/> (All apps >> Audi connect >> DBS Case Submission (CIP or Web Form)).

Never send an email requesting support for a new customer complaint, even after you receive the confirmation email. These requests will be ignored. If using CIP, only respond directly within CIP. If using the web form, only respond to the original email you receive after a case has been submitted.

If a vehicle is in the workshop and cannot be returned to the customer, mark the case as “Downed vehicle at dealer” within the CIP case submission form. If using the web form, indicate the same “Downed vehicle at dealer” in the subject line or first lines of the message in the web form.

If the vehicle is currently in the hands of the customer, please also indicate this in the body of your request.

Please include any screenshots (All of the MMI or cockpit view must be included, especially any signal strength indicators), timestamps of the issue, or customer phone information (make, model, OS version, myAudi app version, etc.) to help speed up the analysis of your request.

Always ensure that mobile data is turned on and privacy mode is not activated. If you have access to the customer’s myAudi account, please also indicate this when submitting a case.

## Warranty

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

## Additional Information

All part and service references provided in this TSB (**2082976**) 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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