



Connection offline

Technical Service Bulletin

91 Audi connect DBS Current Top Issues

Transaction No.: **2082976/2**

Release date: Aug 27, 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.

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Technical background</i> (added new issues and listed new issues)
1	08/06/2026	Initial publication

Technical Background

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

Digital Business Support Latest Updates:

Open topics

1. Wi-Fi “hotspot reconfiguring” notification at every start up. Wireless smartphone interface disconnects and reconnects

- **Affected Models:** All MY26+ PPC and PPE vehicles (A5, A6, Q5, Q6 e-tron, & A6 e-tron)
- **Start and End Date:** Mid July 2026 - Ongoing

2. Q4 remote climatization app error - cannot start system on the first attempt, but is successful on second.

- **Affected Models:** All Q4 e-tron models
- **Start and End Date:** Mid July 2026 - Ongoing

3. 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

4. Amazon Alexa is offline after successfully pairing with an Amazon account

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

Resolved topics

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 – Aug 1, 2026.

2. 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, and second occurrence Mid-July - July 30, 2026)

Latest Helpful Tips:

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

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

If you do not have access to the application, see your dealer admin and ask them to add the correct role to your profile within GRP.

- Call IT&S at (248) 754-4357 to identify the dealer admin if necessary.

Only customers who have your dealership set as their “Preferred Dealership” will be visible to you in myAudi Go. If the customer account is not visible, then please ask the customer to set your dealership as the 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 (OTA) 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 be notified. Please reach out to your regional AoA field team representative (AASM, TFM, etc.) to receive the latest information if it is 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. Wi-Fi “hotspot reconfiguring” notification at every start up. Wireless smartphone interface disconnects and reconnects

- **Affected Models:** All MY26+ PPC and PPE vehicles (A5, A6, Q5, Q6 e-tron, & A6 e-tron)
- **Condition:** Customer utilizes either Apple CarPlay or Android Auto wirelessly. A pop-up notification comes up stating that the Wi-Fi hotspot is reconfiguring. About 30-60 seconds later the Smartphone connection is lost. It then connects again about a minute later. This will stop all Smartphone connections and music streaming to the vehicle.
- **Why this happens:** The vehicle utilizes a Wi-Fi backchannel for wireless Smartphone interface and this connection is interrupted.
- **Status of Topic:** An investigation is currently underway with Audi AG
- **What you should do:** Inform the customer that there is currently no solution to the issue as it presents intermittently. There is nothing either the dealer technician or Audi DBS can do. As soon as a solution is available, we will update this topic.

2. Q4 remote climatization app error - cannot start system on first attempt, successful on second.

- **Affected Models:** All Q4 models
- **Condition:** Customer uses remote climatization to pre-climatize their Q4. The first attempt will fail, though further subsequent attempts will often work.
- **Why this happens:** The vehicle utilizes a Wi-Fi backchannel for wireless Smartphone interface and this connection is interrupted.
- **Status of Topic:** An investigation is currently underway with Audi via PCC
- **What you should do:** Inform the customer that there is currently no solution to the issue as it presents intermittently. There is nothing either the dealer technician or Audi DBS can do. A release is scheduled for mid-September 2026 for correction

3. 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 customers preferred contact email to include in the PSS once published. There are currently no workarounds for this concern.

4. Amazon Alexa is offline after successful pairing with an 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.

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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