



Connection offline

Technical Service Bulletin

Transaction No.: **2083135/1**

91 Audi connect new Key User pairing for all PPX vehicles

Release date: Aug 28, 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 2027	All	Audi connect
A5, S5 (FU), Q5, Q5 Sportback, SQ5, SQ5 Sportback (GU)	2025 – 2026		
A6	2026 - 2027		

The customer states they do not know the process to set their myAudi account as Key User and would like to activate remote access to the vehicle using the myAudi app.

Or

The customer states their vehicle did not come with the black Audi connect Activation card with a scratch off vehicle code and cannot set Key User.

Technical Background

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

The New Key User Pairing Concept as of CW35 of 2026 (Retroactive for all PPX Vehicles, e.g. PPC & PPE Vehicles)

New Concept That Does Not Require a Vehicle Code:

The Key User role will automatically be assigned to the first myAudi user account that logs into the MMI immediately following delivery from the factory or after an MMI Factory Reset (*System >> Restore System Settings*).

Customers no longer require a vehicle code provided by an Audi connect activation card to set Key User in a vehicle.

Dealers can still set a customer as Key User using the myAudi Go application in the Group Retail Portal (Customer must set dealer as "Preferred Dealer" in myAudi app).

Customers can still use the vehicle code provided by a paired Activation Card if purchased from an Authorized Audi Dealer and preactivated by the Dealer using myAudi Go or with the original factory-provided vehicle code.

Production Solution

Not applicable.

Service

The new Key User Concept was established to allow customers to self-service issues relating to setting Key User in the vehicle.

The expectation with this new process is that dealers can now fully support customer inquiries relating to Key User and **no longer need to contact** the **Audi Digital Business Support** call center for assistance.

FAQs

To set up a new key user, a factory reset of the MMI is no longer required. MMI settings can be preserved for customers who have unpaired Key User. For these customers there are four options for establishing Key User.

- The customer can purchase an Audi connect Activation card and enter the vehicle code into the myAudi app and then complete the myAudi login in the MMI. If the myAudi account is already in the MMI, the email and password must be reentered (it is normal to see a message indicating the user is already in the user list). The account does not need to be removed from the MMI.
- The “Preferred Dealer” the customer has selected can access the myAudi account using myAudi Go to set the customer as Key User. To set the preferred dealer via the myAudi app, select the user profile icon in the top right corner of the app, select “Audi Dealer”. The dealer may either be chosen or replaced if necessary.
- A previous key user can be removed from the MMI, and after a 72-hour period, the next account to log in will become the key user. This includes logging in the MMI once more with an already logged in myAudi account. (it is normal to see a message indicating the user is already in the user list)
- The previous key user can resign as key user in their myAudi app (All Functions >> User Management >> Select Name >> Resign at bottom of the page.) Once done, the next user login to the MMI will automatically be set as the key user.

The customer states they want to set a different account as the Key User

- A key user resignation in the myAudi app will be required to allow a new Key immediately to set a new key user to be set up without an Activation card.
- If no resignation can be achieved in the myAudi app, then removing the key user from the MMI and waiting 72 hours will allow a new Key User login via the MMI.

The customer wants the previous Key User to be removed from the vehicle and indicates the existing Key User is not removed after performing the factory reset.

- A factory reset will not remove the key user from the vehicle until after a 72-hour waiting period.

The customer receives an error after logging into the MMI and after a factory reset.

- The associated myAudi account may require additional steps to be completed before a new Key User can be set. For example:
 - The password is incorrect and must be reset.
 - The account is locked out due to too many failed login attempts. The customer will need to reset their password using the myAudi app or website.
 - The 4-Digit PIN is not set in the account.
 - The Key User contract is not dealer verified.
 - The customer used self-verification via SMS to verify their myAudi account. The dealer will need to complete dealer verification using myAudi Go.
 - If the associated myAudi account was set up in a different market/country, including Canada or the UK. The customer will need to register their email to the USA myAudi system by setting the myAudi app to

the United States before attempting to log into the myAudi app.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2083135**) 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, LLC / Audi Canada 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, LLC / Audi Canada 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.