



Technical Service Bulletin

91 Audi connect GEN3: Key User pairing not possible or myAudi login cannot be completed in the vehicle
91 23 20 2065817/3 August 8, 2023. Supersedes Technical Service Bulletin Group 91 number 22-42 dated November 2, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2020 – 2024	All	Not Applicable
RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, e-tron quattro, e-tron Sportback quattro, Q3, Q5, Q5 e quattro, Q5 Sportback, Q7, and SQ7	2021 – 2024		
Q8, SQ8, and RS Q8	2021 – 2023		
A7 e quattro	2021 – 2022		
A8 e quattro	2021		
A3, S3, RS 3, e-tron GT, and RS e-tron GT	2022 – 2024		
e-tron S quattro	2023 – 2024		
Q8 e-tron quattro, SQ8 eptron, Q8 Sportback S, and Q8 Sportback e-tron	2024		

Condition



Technical Service Bulletin

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Technical Background</i> (Updated information) Revised <i>Production Solution</i> (Clarified statement) Revised <i>Service</i> (Updated additional troubleshooting information)
2	11/02/2022	Revised header (Add Model Year)
1	01/31/2022	Initial publication

The vehicle is equipped with the MIB3 MMI system, and one or both of the following conditions exist.

1. The key user cannot be set in the vehicle with an error message of "*the vehicle code is incorrect*" or "*there was a connection error.*"
2. The myAudi login cannot be performed with an error message: "*the login could not be performed. Please try again later.*"

Technical Background

Key User Pairing

For all models supporting remote services via the myAudi app (MY18+), the key user pairing can be completed using one of the following methods.

- Enter the vehicle code from the plastic key tag or the Activation card (whichever was provided by the factory) and complete the key user pairing directly in the MMI: *HOME >> USERS >> GEAR ICON (top right) >>*
- The vehicle code is entered into the myAudi app, and the myAudi login (using email and password) is successfully performed in the MMI within 72hrs of each other.
- The customer is registered by the dealer using the **myAudi customer registration application** (found at: www.AccessAudi.com), and the myAudi login is successfully performed in the MMI within 72hrs of each other.
- Additionally, the Audi Digital Business Support team can help the customer set key user remotely after verifying ownership of the vehicle.

myAudi login in MMI

For all vehicles with the MIB3 MMI system, the myAudi login is possible in the vehicle. However, a ConBox software error can prevent a successful login. This software issue doesn't present itself for every vehicle and can be intermittent or permanent for a specific vehicle. Please see the Service section if there are errors during the login via the MMI.

Production Solution

Key User Pairing: A backend change was made in Q1/23 to allow setting directly in the MMI (previously unavailable for MY22+).



Technical Service Bulletin

myAudi Login: New software implemented in late MY22 and all MY23 production vehicles.

Service

Key User Pairing Troubleshooting

For errors adding the vehicle code into the myAudi app or the MMI:

- Please ensure the vehicle code is the correct code for the vehicle.
- MY20-21 cars will have the last seven digits of the VIN listed on the outside of the plastic key tag. If a plastic key tag was replaced using the spare parts process, it would not have the VIN listed outside.
- For MY22 Q5, please see TSB 2065729, *91 Audi connect: adding vehicle code fails with the message "Vehicle code could not be verified."*
- If a message of "Please wait" is shown indefinitely, please see TSB 2064385, *91 Audi connect GEN3: Key User pairing in vehicle fails in the MMI.*
- For all other MY22 vehicles, if an error is experienced and the code is verified as correct for the car, please register the customer again in the myAudi customer registration application. Registering the customer will automatically set the preliminary key user in the Audi connect backend. To complete key user pairing, perform the myAudi login in the MMI within 72hrs. If the customer is already logged into the MMI, the user must be logged out and then perform the login again.

The 72hr period must be observed when performing the myAudi login. This requirement was designed to add a layer of security to the key user pairing process. If the myAudi login was completed more than 72hrs before the customer registration is performed or more than 72hrs before the vehicle code was added to the myAudi app, then the customer must log out of the MMI and perform the myAudi login again to complete the key user pairing. If the customer experiences an issue with the myAudi login, please see the next section, "myAudi login via the MMI Troubleshooting."

The myAudi login via the MMI Troubleshooting

For errors completing the myAudi login in the vehicle using the MMI:

For Model Year 2022 vehicles with MIB3

Check in ElsaPro for one of the following open campaigns.

- 90T6 ConBox Software Update (NVLW)
- 91CQ ConBox Software Update (NVLW)

If a campaign is open, perform the ConBox software update and perform the myAudi login again.

- If all campaigns are marked complete in ElsaPro, then use ODIS to check the software version of the J949 - Emergency call module (diagnostic address 0075). The updated software version will be **0372 or higher**.

For Model Year 2021 vehicles with MIB3

Check in ElsaPro for the following open campaign

- 91DZ - Rearview Camera Software Update



Technical Service Bulletin

If a campaign is open, perform **ALL** of the software updates (MMI, ConBox, and Gateway) and perform the myAudi login again.

If the campaign is marked complete in ElsaPro, then use ODIS to check the software version of the J949 - Emergency call module (diagnostic address 0075). The updated software version will be **0372 or higher**.

For Model Year 2020 A4 and A5 with MIB3

Check in ElsaPro for the following TSB.

- TSB 2067021, *91 MIB3: Garage door opener / SXM / Online Radio grayed out, connectivity issues and various malfunctions (CLU35)*

Perform **ALL** of the software updates (MMI, ConBox, and Gateway) and perform the myAudi login again.

Additional Troubleshooting for all models and model years

- Check that the customer has a 4-Digit S-PIN set in the myAudi app. This setting can be found using the following path: **myAudi account profile icon (lower right) >> Account Settings >> PIN**. If the only option is to "Set PIN," then there is no S-PIN set, and the customer will need to set a 4-digit S-PIN to complete the myAudi login.
- Otherwise, have the customer use the "Change PIN" or "Forgot PIN" option and then retry the myAudi login.
- Please keep in mind, that if the key user is currently set, using the "Change PIN" will temporarily deactivate the remote function in the myAudi app. To reactivate, go to the app section titled "User management," **All functions >> User management >> Select Name for Key user >> Scroll down and select "Reactivate"**
- If the key user is currently set, using "Forgot PIN" will remove key user temporarily until the myAudi login is performed. Otherwise, the customer will need to remove the VIN from their myAudi account via the app, and perform the key user pairing again in the MMI (or perform preliminary key user via the app).
- Check to see if the VIN is added to the customer's myAudi account in the myAudi app.
- If the VIN is not present, add the VIN to their account and retry the myAudi login.
- If the VIN is present in the app, then remove the VIN by navigating back to the vehicle list screen that shows the VIN number and the vehicle image. Then swipe right to left over the vehicle image and select "Delete." Add the VIN back along with the vehicle code into the app; removing the VIN will also reset the key user if this was previously set.
- If after performing the previous steps the login still fails, then open a ticket with the Digital Business Support team via the web ticketing system found at <https://Audi.Zendesk.com/>

Warranty

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

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2065729: *91 Audi connect: adding vehicle code fails with the message "Vehicle code could not be verified."*



Technical Service Bulletin

- TSB 2064385: *91 Audi connect GEN3: Key User pairing in vehicle fails in the MMI.*
- TSB 2067021: *91 MIB3: Garage door opener / SXM / Online Radio grayed out, connectivity issues and various malfunctions (CLU35).*

All part and service references provided in this TSB (**2065729**) 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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