



Technical Service Bulletin

91 myAudi app: Remote Start Fails with Error, "Timestamp error has occurred"

91 24 96 2073585/1 April 4, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2024 - 2025	All	Preconditioning with remote start feature

Condition

Customer States:

1. Remote Start fails in the myAudi app with the following error, "Timestamp Error has occurred" (Figure 1.)

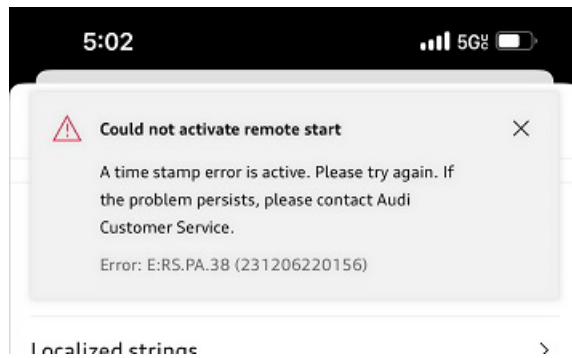


Figure 1. Timestamp error in myAudi app



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2. Apple Face ID cannot be used for Remote start activation (Figure 2.)

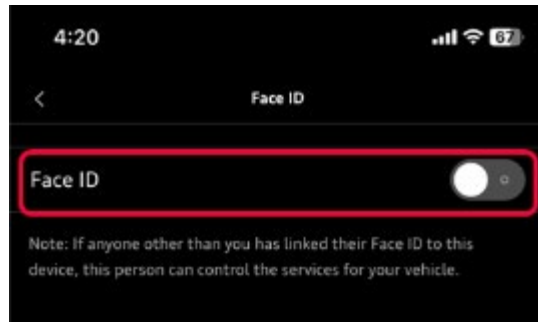


Figure 2. Face ID in myAudi app

Technical Background

The iOS version of the myAudi app has a feature that allows the customer to use Apple's FACE ID in replacement of the normal 4-digit app pin. If this feature is activated, it can cause a failure of the remote start activation in the myAudi App version 4.23 or older.

Customers were instructed to turn this feature off to use remote start. The issue is resolved as of the release of myAudi app version 4.24 on March 21st, 2024.

Production Solution

Not applicable.

Service

Please ask the customer to download the latest myAudi App version 4.24 or newer.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2073585**) 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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