Technical Service Bulletin

91 Audi connect GEN3: Key User pairing in vehicle fails in the MMI

91 21 37 2064385/1 September 28, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2022	All	Audi connect GEN3
A8	2021	024377 - 999999	Audi connect GEN3

Condition

This condition must be met:

- The key user cannot be set in the vehicle using the MMI. When attempting the key user pairing in the MMI, a message of "please wait" is shown indefinitely, and eventually, it times out after a few minutes.

Additionally, any of these conditions must also be met:

- The vehicle is a Model Year 2022 with the MIB3 MMI system and was built on or after CW25/21.

Or

- The vehicle is a Model Year 2021 A8/S8 with the MIB3 MMI system and was built on or after CW25/21.

Technical Background

Starting with the MY21 A8/S8 with MIB3 and all other MY22 vehicles with MIB3, a new Audi connect Cloud-based Backend Server is utilized with Audi connect. This new Backend Server is not yet configured to accept the key user pairing with the latest MIB3 system with Cluster 35 software. However, some early built MY22 vehicles were built before CW25/21 and have Cluster 33 MMI software (e.g. e-tron GT), and these vehicles are capable of Key User pairing in the MMI. Thus, this TSB **does not apply** to those vehicles.

Additionally, the "Audi connect Activation Card" (Figure 1) is also new. This card replaces the plastic vehicle code key tag.

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Figure 1. *Audi connect Activation Card.*

⚠️ **Note:**

As of Q3 2021, there is no possible way to replace this Audi connect Activation Card. If the card is missing, please open a web ticket with the Audi connect Technical Support Team to request the activation of Preliminary Key user and provide the customer's email address. The AcTS team can be reached via the web using URL: https://audi.zendesk.com.

Production Solution

A new Audi connect backend deployment will be released sometime in Q2 2022.

Service

Starting CW25/21, a new concept for Key User Pairing was released worldwide for Audi. This new concept is called "Preliminary Key User."

Preliminary Key User can be set using two different methods:

1. Dealers can set Preliminary Key User in the Audi connect backend using the AoA Customer Registration Application.

2. Customers can set Preliminary Key by entering the vehicle code directly into the myAudi app for a specific vehicle.

Completing Key User pairing is accomplished by entering the myAudi login credentials into the MMI by navigating in the MMI to "*Users >> Add New User.*"

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If any concerns arise with this process, then please open a web ticket with the Audi connect Technical Support Team to request the activation of Preliminary Key user and provide the customer's email address (see Service section). The AcTS team can be reached via the web using URL: https://audi.zendesk.com.

Warranty

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

Additional Information

All part and service references provided in this TSB (2064385) 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.