

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU), Q5, Q5 Sportback, SQ5, and SQ5 Sportback (GU)	2025 – 2026	All	With PR Code: 2F1
A6	2026		
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		

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Technical Background</i> (updated current list to Q2 2026) Revised <i>Service</i> (removed obsolete phones)
4	04/23/2026	Revised header (Added MY 26 A6/Q5) Revised <i>Condition</i> (updated current list to Q4 2025)
3	01/09/2026	Revised header (Added A6 ICE and MY26) Revised <i>Condition</i> (Added model table)

Customer states:

Digital Key activation cannot be activated in the MMI.

Workshop findings:

The customer statement can be reproduced.

Technical Background

1. The customer's smartphone is not compatible.
2. Mobile data is not activated in the vehicle (privacy mode activated).
3. The vehicle is offline.
4. The dealership has not verified the key user of the vehicle.
5. A communication fault in the backend means that the email with the personal activation code was not sent.

6. Maintenance in the backend.

Production Solution

Not applicable.

Service

Not all steps are necessary.

After performing each step, check whether the issue still occurs.

If it does, perform the next step and then check again.

1. The customer's smartphone is not compatible

Please check the customer has a compatible smartphone.

Compatible devices are (as of 2nd quarter of 2026):

Apple

UWB - full range of functions with current operating system

iPhone17 / 17 Pro / 17 Pro Max / Air

iPhone 16 / 16 Plus / 16 Pro / 16 Pro Max

iPhone 15 / 15 Plus / 15 Pro / 15 Pro Max

iPhone 14 / 14 Plus / 14 Pro / 14 Pro Max

iPhone 13 / 13 Pro / 13 Pro Max / 13 mini

iPhone 12 / 12 Pro / 12 Pro Max / 12 mini

iPhone 11 / 11 Pro / 11 Pro Max

NFC - restricted range of functions with current operating system

iPhone 17e

iPhone 16e

iPhone SE, 3rd generation

iPhone SE, 2nd generation

iPhone XS/XS Max

iPhone XR

Samsung

UWB - full range of functions with current operating system

Galaxy S26+ / S26 Ultra

Galaxy S25+ / S25 Ultra / S25 Edge

Galaxy S24+ / S24 Ultra

Galaxy S23+ / S23 Ultra

Galaxy S22+ / S22 Ultra

Galaxy S21+ / S21 Ultra

Galaxy Z Fold7

Galaxy Z Fold6

Galaxy Z Fold5

Galaxy Z Fold4

Galaxy Z Fold3

Galaxy Z Fold2

Galaxy Note20 Ultra

NFC - restricted range of functions with current operating system

Galaxy S26

Galaxy S25 S25 FE

Galaxy S24 S24 FE

Galaxy S23 S23 FE

Galaxy S22

Galaxy S21 S21 FE

Galaxy S20 S20 FE S20+ / S20 Ultra

Galaxy Z Flip7

Galaxy Z Flip7 FE

Galaxy Z Flip6

Galaxy Z Flip5

Galaxy Z Flip4

Galaxy Z Flip3

Galaxy Z Flip 5G

Galaxy Note20

Galaxy XCover7 Pro

Galaxy A56

Galaxy A36

Google

UWB - full range of functions with current operating system

Pixel 10 Pro / 10 Pro XL / 10 Pro Fold

Pixel 9 Pro / 9 Pro XL / 9 Pro Fold

Pixel 8 Pro

Pixel 7 Pro

Pixel 6 Pro

Pixel Fold

NFC - restricted range of functions with current operating system

Pixel 10 / 10a

Pixel 9 / 9a

Pixel 8 / 8a

Pixel 7 / 7a

Pixel 6 / 6a

2. Mobile data is not activated in the vehicle (privacy mode activated)

Please check whether mobile data are activated in the vehicle. Activate them if they are deactivated.

3. The vehicle is offline

Please check that the vehicle is online. The globe symbol should be visible on the MMI. A high reception strength is also helpful.

4. The dealership has not verified the key user of the vehicle

The key user must be verified by a dealership.

5. A communication fault in the backend means that the email with the personal activation code was not sent

To have the email sent again, please enter a random incorrect code 7 times.

6. Maintenance in the backend

Please try again the next day.

Warranty

This does not constitute a complaint which is covered by the warranty. Billing under warranty is not permitted for any tasks related to this complaint.

Additional Information

All part and service references provided in this TSB (**2077331**) 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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