

VIRTUAL LINK – INSTALLATION GUIDE

Product: Pinnatec Auto Virtual Link

Vehicle Scope: C7 and C7.5 Audi models

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Pinnatec Auto

<https://pinnatecauto.com>

Support: <https://pinnatecauto.com/support/>

Table of Contents

1. Preamble – Important Information	p. 3
1.1 About this guide	p. 3
1.2 Terms & acceptance	p. 3
1.3 What Virtual Link is	p. 3
1.4 Safety & battery	p. 3
1.5 Tools, time & vehicle condition	p. 3
1.6 Genuine product, warranty & support	p. 3
1.7 Data & privacy	p. 4
2. Step-by-Step Installation	p. 4
3. Troubleshooting & Next Steps	p. 9

1. Preamble – Important Information

1.1 About this guide

This install guide is for **C7 and C7.5 Audi models only**. If your vehicle is not a C7 or C7.5 Audi, this guide is not for you. Please read the full guide once, start to finish, before beginning any of the install.

1.2 Terms & acceptance

Installation and use of Virtual Link are governed by the Pinnatec Auto **Terms of Sale, Use, and Liability** at: <https://pinnatecauto.com/terms-of-sale/>. By purchasing, installing, configuring, or using Virtual Link, you confirm that you have read and agree to those Terms.

1.3 What Virtual Link is

Virtual Link is an aftermarket electronic ride-height controller that plugs into your factory air-suspension module and lets you adjust and manage suspension height through our software.

It is not an OEM safety device, not a repair for damaged or failing suspension, and not a substitute for proper alignment, maintenance, tires, or safe driving. You are responsible for making sure your vehicle is safe to drive after any changes.

1.4 Safety & battery

We strongly recommend disconnecting the **negative (-) battery terminal** before unplugging any module connectors. If you choose not to disconnect the battery, you do so at your own risk and are responsible for any stored ECU codes or warning lights that may result. If you are unsure or uncomfortable with electrical work, have a qualified technician perform the install.

1.5 Tools, time & vehicle condition

Average install time is about **5 minutes** once you know where everything is and have disconnected the battery.

You'll need:

- 10 mm wrench or socket (for the battery negative terminal – usually found in the tool tray built into the foam under the spare tire)
- Flashlight or work light

Recommended: a clean, dry, well-lit workspace with the car parked on flat ground. For best results, start with a healthy vehicle (no existing suspension fault codes, no obvious low-voltage or starting issues).

1.6 Genuine product, warranty & support

Warranty and support apply only to **genuine, unmodified** Virtual Link units installed as instructed. Devices purchased from **pinnatecauto.com** or our listed authorized partners are considered genuine. Units from unauthorized third parties may not be authentic and may not be covered for warranty or support.

If anything looks different from our photos, if the car behaves unexpectedly, or if new warnings appear and do not clear, stop driving and reach out to us at: <https://pinnatecauto.com/support/> Please include photos or video along with your support ticket.

1.7 Data & privacy

Virtual Link products and apps may store local diagnostic and operational logs to support functionality and troubleshooting. If you request support, we may ask you to share logs or screenshots.

Any personal information is handled under our full **Privacy Policy** at:

<https://pinnatecauto.com/privacy-policy/>

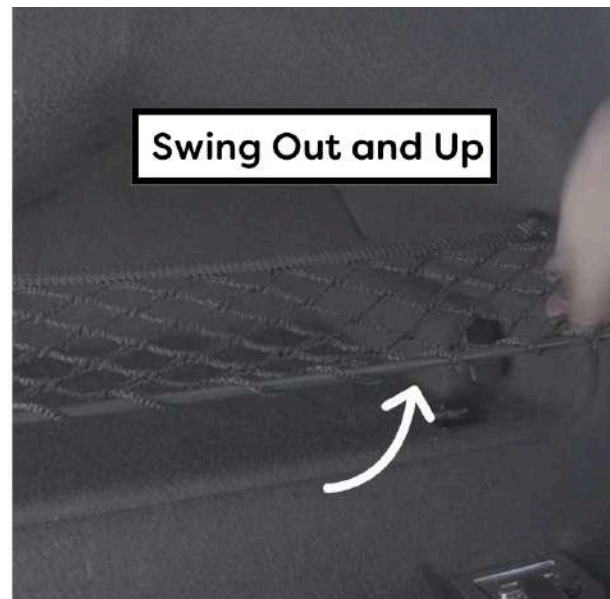
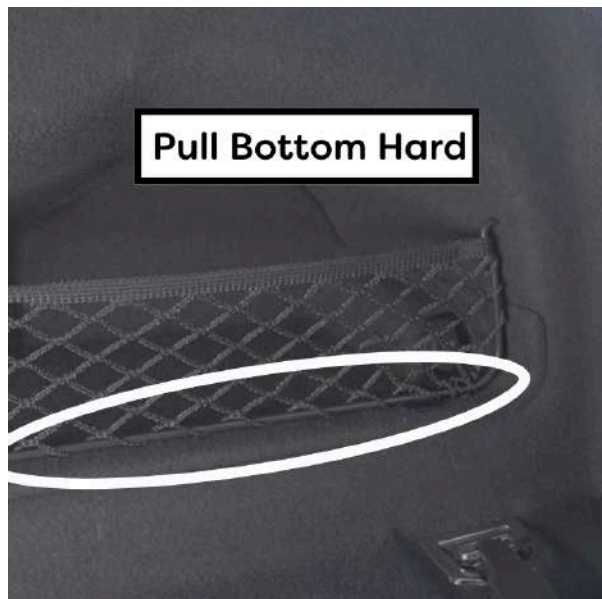
2. Step-by-Step Installation

2.1 Prep the car and battery

- Park on flat ground, do not set the parking brake, engine and ignition completely off.
- Follow the battery guidance in section 1.4 (disconnect the **negative (-) terminal** if possible).

2.2 Open the right-rear trunk pocket

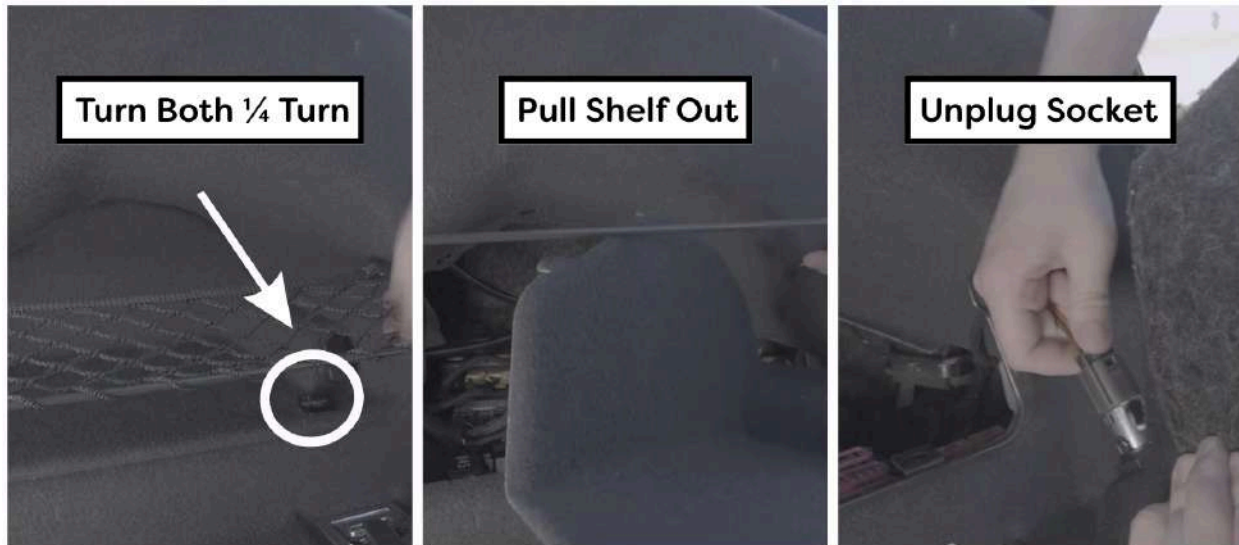
In the trunk, on the **right rear side**, grab the **bottom of the metal net frame** and pull outward so the frame swings out and up.



2.3 Remove the tray

Twist the **two black clips** about $\frac{1}{4}$ **turn counter clockwise** and lift them out, then lift out the **black felt tray** under the net. If you want the tray fully out, unplug the **cigarette lighter socket** on the back;

otherwise, leave it plugged in and rest the tray aside.



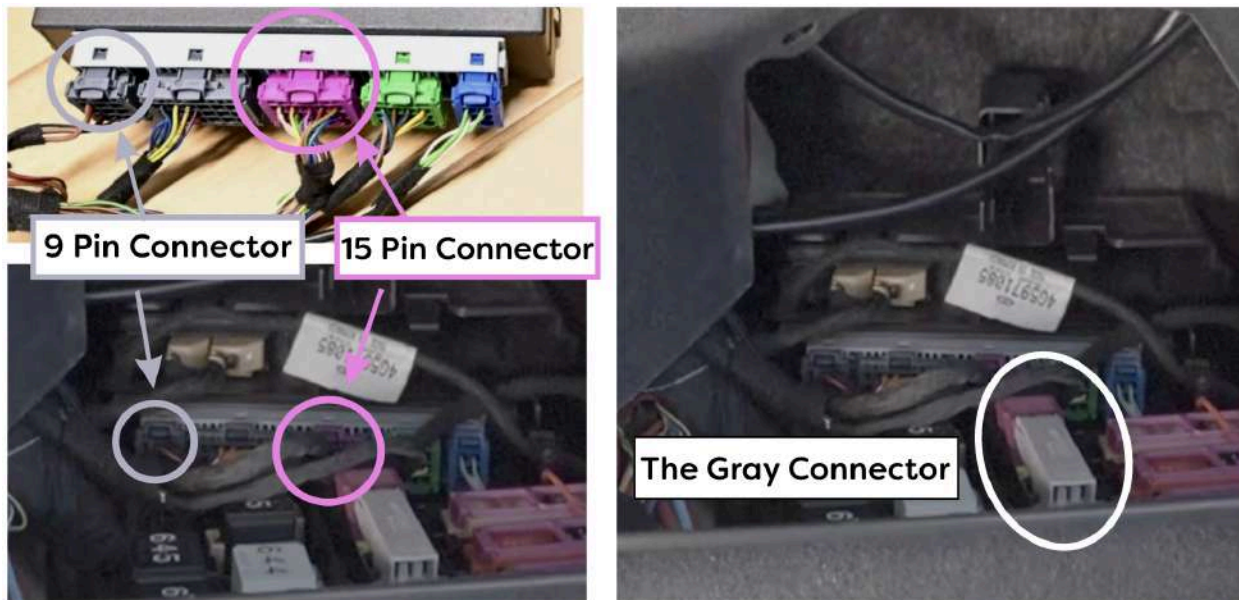
2.4 Identify the three OEM connectors

On the **OEM Suspension Control Module**, find:

- Left most **9-pin** connector
- Center **15-pin** connector

In front of the **OEM Suspension Control Module**, find:

- Large **gray** connector with purple lever

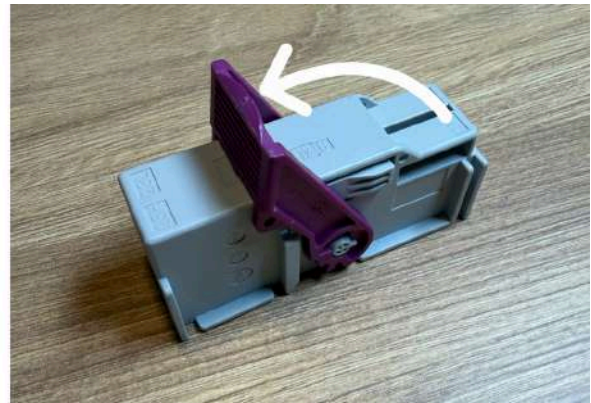


2.5 Unplug the OEM connectors

- **9-pin**: press the tab and pull straight out.
- **15-pin**: press the tab and pull straight out.

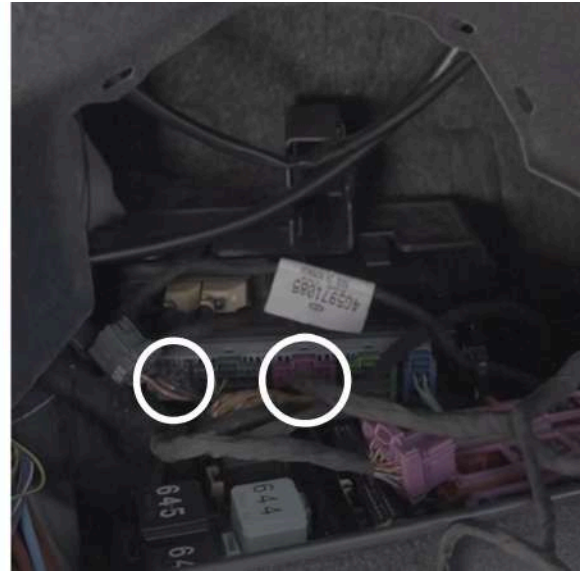


- **Gray:** press the sides, lift the purple lever all the way up, then pull the connector out.



2.6 Install the Virtual Link 9-pin and 15-pin

Plug the **Virtual Link 9-pin** into the left 9-pin socket and the **Virtual Link 15-pin** into the center 15-pin socket on the **OEM Suspension Control Module**. Push each until it **clicks**, then give a light wiggle to confirm they don't back out.



2.7 Install the Virtual Link gray connector

With the purple lever **up**, push the Virtual Link gray connector fully into the car's socket, then flip the lever **down** to lock. If the lever won't close, remove, reseal, and try again—do not force it. The OEM gray connector you removed before is not reused and can be left unplugged; it is replaced by the Virtual Link gray connector.



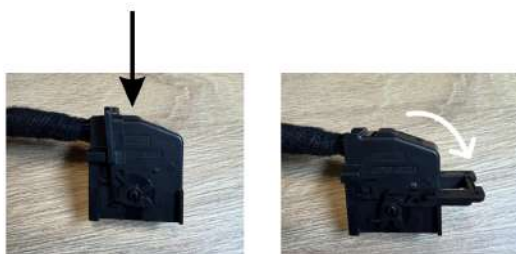
2.8 Connect OEM harness plugs to Virtual Link harness

Plug the **OEM 9-pin** and **OEM 15-pin** connectors you removed in step 2.6 into the matching connectors on the back of the Virtual Link harness until they click and lock.



2.9 Connect the black 18-pin to the Virtual Link module

- Press the button on the top of the **black 18-pin** connector on the harness and flip the lever down.

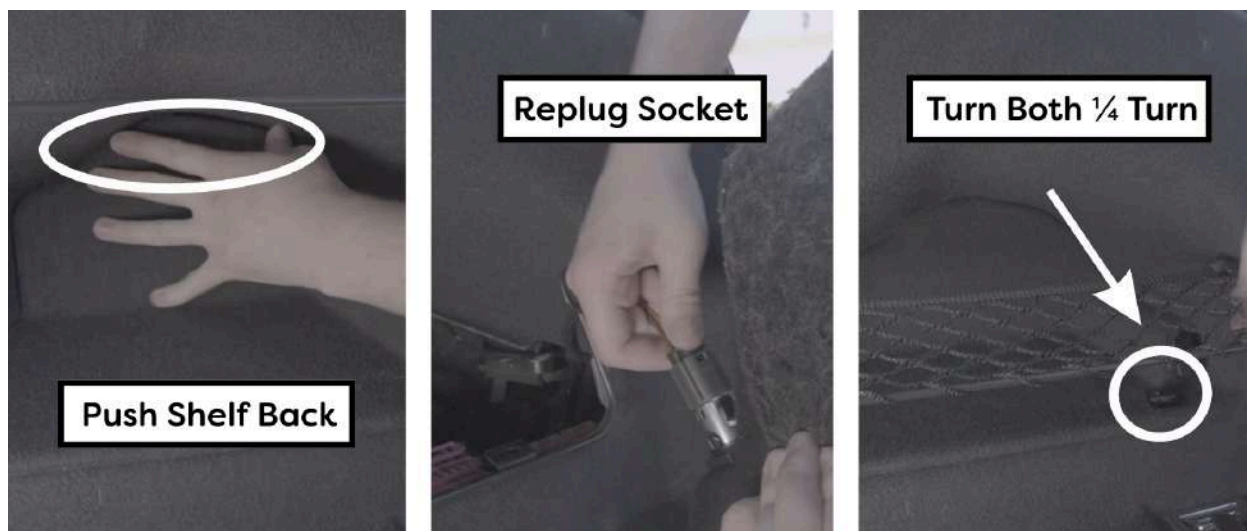


- Plug the **black 18-pin** connector from the harness into the Virtual Link module and flip the lever back up until it locks.



2.10 Tuck the harness and reassemble the trunk

Tuck the module and extra harness into a free pocket so nothing is pinched or rubbing on sharp edges. Reinstall the tray (reconnect the **cigarette lighter socket** if you unplugged it), drop it fully into place and push on the **top rear edge** until it fully seats, reinstall the **two black clips**, and snap the **net frame** back into its mounts.



2.11 Power up and check

Reconnect the **negative (-) battery terminal** (if removed), then start the car.

The car should start normally and no new warning lights should **stay on** (brief lights that go out are normal).

If anything seems off, do not drive—recheck the connectors and harness, and contact us at:

<https://pinnatecauto.com/support/> with photos or a short video.

If everything looks normal, continue to the **Virtual Link Pairing / Setup Guide** to connect and configure your system.

3. Troubleshooting & Next Steps

If, after installation, the car does **not** behave normally (new warning lights that stay on, car won't start as usual, ride height looks wrong), do **not drive**. Turn the car off and double-check that all OEM and Virtual Link connectors are fully seated and locked, the harness isn't pinched, and the battery terminal is tight.

If things still don't look right, contact us at: <https://pinnatecauto.com/support/> with your car model/year, a short description of the issue, and clear photos or a short video of the module area and instrument cluster.

We'll help you sort out next steps.

If everything looks normal and there are no new warnings that stay on, continue to the **Virtual Link Pairing / Setup Guide** to connect and configure your system.