



Technical Service Bulletin

91 PSS Service call is triggered on its own without driver input

91 23 31 2071700/1 October 9, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 – 2024	All	Not Applicable

Condition

Customer states:

Customer states the service call intermittently activates a call despite no touch input made to the roof module button.

Technical Background

The roof module's touch detection is too sensitive.

Production Solution

This bulletin will be updated when more information is available. A solution is currently under development.

Service

1. Explain to the customer that a solution is expected to be available by the end of the 3rd quarter of 2024 (subject to change) and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links* >> *Service*).

NOTICE

The service call can still be ended normally by the customer.

Warranty

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



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Additional Information

All part and service references provided in this TSB (**2071700**) 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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