



Technical Service Bulletin

91 PSS MIB3: radio plays when vehicle is parked

91 24 26 2074400/1 July 1, 2024.

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

Condition

Customer states:

- The radio plays when the vehicle is parked.
- Sometimes, when this happens, the MMI screen is black.
- When the driver door is opened, the radio usually stops.

Workshop findings:

- The complaint occurs only sporadically and can be difficult to reproduce.

Technical Background

Software issue

Production Solution

Week 45/2023

Service

1. Explain to the customer that **it will be assessed by approx. CW 30/24 if a service solution will be implemented**, 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*).

It will be assessed by approx. CW 30/24 if a service solution will be implemented.

- This behavior can occur intermittently when leaving the vehicle.
- The radio starts playing after about one minute.



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- If the radio plays while the doors are closed (with the vehicle already locked), opening the driver door can deactivate the audio output.



NOTICE

Only opening the driver door can deactivate the audio output.

- **If other doors or the trunk is opened, the audio output will not be deactivated.**
- **After a few minutes (< 5 minutes), the system will automatically turn off.**
- **This cannot damage or drain the battery completely.**

Warranty

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

Do not replace parts or attempt repairs. Unjustified labor / replacement parts will be debited. **Invoicing under warranty is not permitted.**

Additional Information

All part and service references provided in this TSB (**2074400**) 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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