



Technical Service Bulletin

91 Q4 - No online services available, no mobile reception may be shown

91 24 61 2075408/1 September 26, 2024.

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

Condition

Customer states:

Online services are not working and the myAudi app is unable to communicate with the vehicle.

Setting a key user may not work.

Workshop findings:

The complaint can be reproduced in the workshop.

Technical Background 1

The affected control unit was not correctly registered in the backend. The registration process must be repeated.

Production Solution

Week 05/2024

Optimization in the backend will prevent further occurrences.

Service

Carry out the following steps:

Please perform a terminal 30 reset by disconnecting the 12V vehicle battery and leave the vehicle standing for at least 30 minutes. You will find information on this in the Workshop Manual.



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Check the diagnostic log for event memory entries and work through these according to Guided Fault Finding, if necessary.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9170		
Damage Code:	A039		
Labor Operations:	GFF / Guided Functions	0150 0010	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Labor according to the diagnostic log
	Loosen and secure battery earth strap	9785 0399	10 TU
Claim Comment:	As per TSB 2075408/1		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Additional Information

All parts and service references provided in this TSB (**2075408**) are subject to change and/or removal.

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