



# Technical Service Bulletin

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## 91 Q4 - key user not shown in MMI

91 24 65 2075630/1 October 16, 2024.

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

### Condition

#### Customer states:

- The customer complains that the key user is not shown in the MMI.

#### Workshop findings:

- Key user was set up correctly and the vehicle-related connected services are working fully. The key user is neither shown in the start screen, nor the user menu.

### Technical Background 1

Software issue.

### Production Solution

New software from week 25/24 onwards.

### Service

- Explain to the customer that a solution is expected to be available by the end of the first quarter of 2025 (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.
- Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links* >> *Service*).



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## Warranty

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

## Additional Information

All part and service references provided in this TSB (**2075630**) 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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