



Technical Service Bulletin

91 MMI: personal settings are lost when the guest user profile is used

91 24 88 2076125/1 November 26, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5, S5, Q6 e-tron, and SQ6 e-tron	2025	All	Not Applicable

Condition

Customer states:

- Personal settings stored on the MMI when a guest user is active are not retained after the vehicle is restarted.

This means that specific settings selected by the customer on the MMI may have been lost the next time the ignition is turned on.

This affects personal settings such as:

- Stored navigation destinations.
- Stored radio stations.
- Audio settings including reduced volume during navigation announcements.
- Layout of driver information display.

Workshop findings:

- The system behavior described above can be reproduced in the workshop.
- The specified personal settings are only stored with lasting effect if the customer uses a personal user profile. In this case, the settings are stored both for local user profiles and for myAudi user profiles.

Technical Background 1

If the vehicle is operated in guest user mode, the system is started with the standard settings after every bus sleep cycle.

When a personal user profile (either a local or a myAudi user) is used, all personal settings are stored and retained the next time the vehicle is switched on.



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Production Solution

Not applicable.

Service

1. Do not perform any repairs. Any repairs for this concern may be denied.
2. Instruct the customer that this condition is normal.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2076125**) 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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