

## Vehicle-specific service

<b>Topic</b>	91 PSS MIB3: Shortcuts at bottom of display greyed out intimermittently
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2077425/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Mar 31, 2025

## Vehicle data

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### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4A*	2023	A		*	*	*
4K*	2023	A		*	*	*
4M*	2023	A		*	*	*
4N*	2023	A		*	*	*
GE*	2023	A		*	*	*

### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
WUA	*	F2	*	P	N	000001	999999		
WAU	*	F2	*	P	N	000001	999999		
WA1	*	F7	*	P	D	000001	999999		
WAU	*	F8	*	P	N	000001	999999		
WA1	*	GE	*	P	B	000001	999999		

### Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
005F - Information electronics 1	*	38*	*	*

## Documents

Document name
<a href="#">master.xml</a>

 Connection offline

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## Condition

This bulletin applies to MY23 A6, A7, A8, Q7, Q8 and Q8 e-tron vehicles only.

### Customer States:

- Shortcuts to radio stations turn grey (Figure 1) after a while and they no longer work.
- Deleting the shortcuts and creating new ones restores functionality for a while.



**Figure 1.** Greyed out radio shortcut.

- Other shortcuts, such as for the home address, are unaffected.

### Workshop findings:

Postpone repair.

## Technical Background

Software issue.

## Production Solution

CW 25/2023.

## Service

The software measure and SVM code for this complaint are currently in development.

Depending on the vehicle type / PR numbers / model year, it is necessary to provide the measures in stages due to process-related constraints.



**The current planning status and available updates can be found in the table in TSB 2076404.**

1. Explain to the customer that a solution is expected to be available by the timeframe projected in **TSB 2076404**.
2. Do not replace any components for this condition since this will not resolve the customer's concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*).

## Warranty

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

## Additional Information

All part and service references provided in this TSB (**2077425**) 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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