

 Connection offline

Vehicle-specific service

Topic	91 PSS Q4 - key user not shown in MMI
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2075630/2
Level	EH
Status	Released for publishing
Release date	Apr 14, 2025

Vehicle data

Q4 e-tron

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F4*	2024	A		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
WA1	*	FZ	*	R	*	000001	999999		

Documents

Document name
master.xml

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Updated expected ETA)
1	09/25/2024	Initial publication

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

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 3rd 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*).

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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